

AETNA BETTER HEALTH® OF KENTUCKY

Please note our newly formatted fax blast – A copy of this communication is available on our website:
www.aetnabetterhealth.com/kentucky, go to Provider News

PROVIDER NEWSFLASH – FRIDAY, SEPTEMBER 30, 2016 – PAGE 1 OF 4

To: All Network Providers

Fax: <<location fax>>

- In the News:** Aetna Better Health of Kentucky Will Serve Members in 2017
 Reminder to Register for the 2016 Provider Forums
 Reminder for eviCore Pain Management & Cardiology Updates
 Reminder Hospital Providers Required to Bill Attending Providers

1. **Aetna Better Health of Kentucky Will Serve Members in 2017**- Aetna recently announced changes to plans offered through the Health Insurance Exchange. Changes **do not** affect Aetna Better Health Medicaid or the coverage our plan provides to nearly 300,000 members in all 120 counties of the Commonwealth.

Aetna coverage through the Health Insurance Exchange is a separate line of business from Aetna Better Health of Kentucky. It was only available in 10 counties, with approximately 800 members enrolled at the time of the announcement.

Aetna Better Health of Kentucky will continue to serve Kentuckians in 2017.

2. **Register for the 2016 Provider Forums** - Earlier this year; we became Aetna Better Health of Kentucky. Since that time, we have had much success, as well as some challenges. But the one constant has been our commitment to providing the best possible health care benefits to our members by demonstrating excellence, integrity, caring and inspiration in our business practices. To help you, our providers, better navigate through some of the changes, we are hosting a series of Provider Forums.

These Provider Forums will be held in various locations across the Commonwealth of Kentucky. We invite you and your staff to attend a Provider Forum in your area, simply check out the list below for full details regarding locations and registrations.

2016 Provider Forums for Aetna Better Health of Kentucky			
Date	Location	Date	Location
October 6, 2016	#1 Paducah area	October 14, 2016	#2 Bowling Green area
Thursday, 8 am to Noon	Robert Cherry Civic Center	Friday, 8:00 am to Noon	Sloan Convention Center
For Paducah and the surrounding areas, register at link below:	2701 Park Avenue Paducah, KY 42001	For Bowling Green and the surrounding areas, register at link below:	1021 Wilkinson Trace Bowling Green, KY 42103
https://abhkypaducahforum.eventbrite.com		https://abhkybowlinggreenforum.eventbrite.com	
October 18, 2016	#3 Louisville area	October 21, 2016	#4 Morehead area
Tuesday, 7:30 am to Noon	U of L Shelby Campus	Friday, 8:00 am to Noon	Morehead Conference Center
For Louisville and the surrounding areas, register at link below:	9001 Shelbyville Rd. Louisville, KY 40222	For Morehead and the surrounding area, register at link below:	111 East First St. Morehead, KY 40351
https://abhkylouisvilleforum.eventbrite.com		https://abhkymoreheadforum.eventbrite.com	

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3. A reminder for the eviCore Pain Management & Cardiology Updates

Pain Management Update

****Effective September 26, 2016 eviCore is implementing a change of process for initiating Musculoskeletal pre-certification requests via the web.**

Beginning **September 26, 2016**, online requests for ABH Musculoskeletal procedures will be initiated via the eviCore web portal located at <https://evicore.com/Pages/ProviderLogin.aspx>. You will need to complete a brief one-time registration to access the web portal. Utilizing the web is the quickest, most efficient way to initiate a request and obtain the status of an existing request. **Please note:** the contact phone and fax numbers will change as well, please see below:

Have questions about requesting authorizations? Attend our online orientation! The orientation schedule, program training resources, Clinical Guidelines, CPT codes managed, and fax request forms are available at <http://www.medsolutions.com/implementation/abhky>. Please email our client services department at clientservices@evicore.com, if you have any questions or need more information.

Prior Authorization Update

Effective **September 26, 2016**, Aetna Better Health of Kentucky members will require prior authorization for Cardiology services from eviCore healthcare for dates of service **October 03, 2016** and after. Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

New Authorization is required for:

- **Myocardial Perfusion Imaging**
- **Echo**
- **Echo Stress**
- **Diagnostic Heart Catheterization**

Only elective and scheduled procedures require prior authorization. Services performed in conjunction with an inpatient stay, 23-hour observation or emergency room visit are not subject to these authorization requirements.

To request an authorization, submit your request online, by phone or fax:

- Log onto <https://evicore.com/Pages/ProviderLogin.aspx>, utilizing the web is the quickest, most efficient way to initiate a request.
- Call us at **1-888-693-3211**
- Fax an eviCore healthcare request form (available online) to **1-844-82AETNA**

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please call our toll-free number for expedited authorization reviews. Be sure to tell our representative the authorization is for medically urgent care.

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Orientation Session Invitation - Web Orientation Sessions

eviCore healthcare will be leading orientation sessions designed to assist you and your staff with the case creation process. We encourage you to attend one of these informative sessions to ensure your understanding of the new precertification process and to review the registration process for the web portal.

During these sessions, we will discuss in detail the precertification requirements for Aetna Better Health of Kentucky's members and how to locate additional training materials to navigate the eviCore web portal, <https://evicore.com/Pages/ProviderLogin.aspx>. Topics to be discussed include the new prior authorization process, accessing information from the website and a review of the Quick Reference Guide. Time and participation permitting, this orientation session will be followed by a question-and-answer session. We encourage you to attend one of these informative sessions to ensure your understanding of the new precertification process.

Pain Management Sessions - WebEx may display Central Times

Date	Day of the Week	Time
October 4, 2016	Tuesday	1:00 p.m., ET
October 5, 2016	Wednesday	9:00 a.m., ET

Prior Authorization Sessions - WebEx may display Central Times

DATE	Day of the Week	Time
October 3, 2016	Monday	2:00 p.m., ET
October 7, 2016	Friday	11:00 a.m., ET
October 11, 2016	Tuesday	12:00 p.m., ET

How to Register

Please read the following instructions carefully to register for and participate in a session:

1. Once you have chosen a date and time, please go to <http://medsolutions.webex.com>
2. Click on the "Training Center" tab at the top of the Web page
3. Find the date and time of the conference you wish to attend by clicking the "Upcoming" tab. All of the Provider Orientation Sessions will be named "ABH KY Provider Training Session - Cardiology"
4. Click "Register"
5. Enter the registration information

After you have registered for the conference, you will receive an e-mail containing:

1. The toll-free phone number and pass code you will need for the audio portion of the conference
2. A link to the Web portion of the conference
3. The conference password

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4. Hospital based providers required to bill attending provider

REMINDER to hospital based providers that coming shortly will be the requirement to bill the attending provider on the hospital claim form. This means that you will need to ensure that you have a Medicaid Provider ID number. Please see the MAP 811 process below for becoming a Medicaid provider and remember that this process can take up to 90 days to complete.

Map-811 Checklist

NOTICE: Pursuant to 907 KAR 1:672 Section 2 1(c) (1), you must be enrolled as a participating provider prior to being eligible to receive reimbursement. **Enrollment in the program is not a guarantee; therefore, providing services to Kentucky Medicaid members prior to your effective date is at your own financial risk.**

A complete list of enrollment requirements for each provider type can be found on our website at the following link: <http://www.chfs.ky.gov/dms/provEnr/Provider+Type+Summaries.htm>

Did you:

- Complete *all* questions? Questions not applicable should be completed with “N/A”. **(Applications will be rejected for any questions left blank.)**
- Sign and date signature page (page 12) **Electronic or stamped signatures are not accepted.**
- Attach appropriate licenses and/or certifications and all other required documents for requested effective date as well as current?
- Attach verification documentation for NPI and Taxonomy Code(s) from CMS NPI vendor or NPPES.
- Attach a MAP-347 if individual wants to be linked to group KY Medicaid provider number.
- Attach a copy of your Social Security card if you are enrolling as an individual. Attach your IRS verification letter if you are applying with a FEIN.
- If you are subject to an application fee, please attach a check payable to the KY State Treasurer. For more information on the application fee, please refer to your Provider Type Summary at
- <http://www.chfs.ky.gov/dms/provEnr/Provider+Type+Summaries.htm>.
- Keep a copy of the application for your records.

Not completing these reminders will delay the processing of your application. Please ensure that all reminders above are completed. Other information not mentioned above may be requested during the processing of your application.