

Provider Newsletter

Fourth Quarter 2020

IN THIS ISSUE



Combating E-Cigarettes	1
What is SKY?.....	2
Extra SKY Benefits.....	3
Clinical, Payment and Coding Policies.....	3
Member Rights and Responsibilities.....	3
Helpful Flu Vaccine Information.....	4
Formulary News.....	5
Clostridium Difficile Infection IDSA/SHEA Updated Clinical Practice Guidelines.....	5
Extra Benefits for Aetna Better Health of Kentucky Members.....	8
Network Relations Staff.....	9

Combating E-Cigarette Use in Kentucky Youth

Aetna is partnering with the University of Kentucky in their #iCANendthetrend program aimed at reducing the rise in e-cigarette use among high school and middle school students. This program features a peer-to-peer model to connect students with someone their own age. #iCANendthetrend is offering a variety of virtual trainings and engagement opportunities that can be scheduled to meet your school or group's needs. [Schedule your presentation here](#) or email icanendthetrend@uky.edu with any questions. You can also sign up for the #iCANendthetrend newsletter to receive monthly updates.

A promotional graphic for the #iCANendthetrend program. It features the text "LET'S CONNECT" in large, white, outlined letters. Below this, it says "VISIT OUR WEBSITE" with the URL "EDUCATION.UKY.EDU/ICANENDTHETREND" and "HAVE QUESTIONS? EMAIL US!" with the email "ICANENDTHETREND@UKY.EDU". At the bottom, it includes social media icons for Facebook, Instagram, TikTok, Twitter, and YouTube, along with the handle "@ICANENDTHETREND" and a link to "JOIN OUR LISTSERV" with the URL "HTTPS://BIT.LY/3FBCLXJ". The background shows a group of diverse young people.

What is SKY?

What is SKY?

Aetna Better Health of Kentucky (ABHKY) was selected to manage the state's new Supporting Kentucky Youth program, also known as SKY. This means that children and youth in out of home care, including former foster youth under age 26, youth placed in kinship care or with fictive kin, Medicaid eligible youth in the juvenile justice system, and adoption assistance youth will all receive their Medicaid coverage through Aetna starting in January 2021.

In addition to covering Medicaid benefits, we will be providing a high touch approach to care management. This will help families navigate the system and make it easier to get resources they need.

I am a provider who already is enrolled with ABHKY. What do I need to do for my SKY patients?

Thanks for all you are doing to prepare for SKY! At this time, you do not need to do anything if you are already enrolled with ABHKY. We encourage you to get to know a little more about the personalized case management and bonus benefits we will be providing your patients. We look forward to continuing our partnership with you!

Upcoming SKY Provider Forums

Aetna Better Health of KY is providing opportunities to introduce Kentucky's Providers to the SKY program and our SKY Provider Relations team.

Aetna Better Health will provide a brief introduction presentation on topics that are relevant to your daily work. We will cover topics such as who is eligible, extra services and supports offered by the SKY program, and contracting with ABHKY among other helpful topics.

We will provide participants with the opportunity to meet our dedicated SKY Provider Relations Team members and there will be time for Q & A.

Date:	Time
Friday, December 11	12 PM – 1 PM
Friday, December 18	12 PM – 1 PM
Tuesday, December 22	12 PM – 1 PM
Friday, January 8	12 PM – 1 PM
Friday, January 15	12 PM – 1 PM
Friday, January 22	12 PM – 1 PM
Friday, January 29	12 PM – 1 PM

How do I participate?

Our SKY Provider Relations team will be hosting the forum virtually using our WebEx system. Interested participants can email Michelle MARRS @ MARRSM@aetna.com to be added to the invite.

Extra Benefits for SKY Members

Connections for Life (13-17)	Free smartphone and wireless plan (eligible members who are not in a stable placement).
Connections for Life (18-26)	Free laptop for eligible members
SKY Duffel Bag Program	Duffel bags filled with personal hygiene items, supplies and a blanket to SKY members that are going from one home to another.
Birthday in a Box	Eligible members get a “birthday in a box” that includes party supplies and a gift.



Clinical, Payment & Coding Policies Update

Aetna Better Health regularly augments our clinical, payment and coding policies as part of our ongoing policy review. We aligned our policies with industry standard coding guidelines, effective 10/15/2020. In case you missed our earlier communication, we want to share the updates again:

Packaged Services-

If Observation services (CPT codes G0378, 99218-99220, 99224-99226, 99234-99236) are billed under Type of Bill 12x, 13x, 14x along with an Outpatient Surgery or Cardiac Catheterization CPT code, then payment for the Observation service shall be denied as Packaged Incidental Service.

Robotic Surgery-

HCPC Code S2900 is not separately reimbursable from primary surgical procedure code. - Robotic-assisted surgery is the application of computer-assisted robotic devices to perform various surgical procedures. The use of this technique is considered integral to the performance of the procedure. As such, it is considered incidental to the professional services and is included in the payment for the surgical procedure.

Ambulatory EEG without Resting EEG-

For dates of service prior to 1/1/2020, Ambulatory EEG (CPT Codes 95950, 95951, 95953 and 95956) should always be preceded by a routing “resting” EEG (CPT 95812, 95813, 95816, 95819, 95822, and 95827) A routine “resting” EEG refers to a routine EEG recording of less than a 24-hour continuous duration.

MEMBER RIGHTS AND RESPONSIBILITIES

Our member rights and responsibilities are listed in our provider manual, located on the Aetna Better Health website at www.aetnabetterhealth.com/kentucky/providers/ and in the member handbook, also located on our website. A printed copy of the provider manual can be provided as well. If you would like to receive one, please call us at **1-855-300-5528** and ask to speak to your Network Manager.

Helpful Flu Vaccine Information

The COVID -19 pandemic has highlighted the importance of reducing the spread of respiratory illnesses, like the flu, this fall and winter. Even in a relatively mild season, the flu results in numerous hospitalizations, emergency and office visits, and missed school and work. Over the past 35 years, annual flu-related deaths have reached as high as 50,000 in a single season. Healthy kids and adults may be far less likely to suffer the more catastrophic consequences of the flu. However, it poses a risk to the very young, old and chronically ill in our households, schools and workplaces.

As health care professionals, we play a pivotal role in lessening the burden of flu-related suffering. With flu season upon us, here are the current ACIP recommendations : www.cdc.gov/flu/professionals/acip



According to guidance from the CDC, here are the current recommendations for flu vaccinations:

Vaccine Type	Vaccine Description	Recommended for*
Quadrivalent (4-component) Inactivated Influenza Vaccine (IIV4)	Injectable inactivated vaccine containing the influenza A(H1N1), (H3N2) and two influenza B lineage viruses predicted to be most common	People 6 months and older
Live Attenuated Influenza Vaccine (LAIV)	Intranasal live attenuated vaccine containing the influenza A(H1N1), (H3N2) and two influenza B lineage viruses predicted to be most common	Healthy non-pregnant people 2 through 49 years of age
Quadrivalent Cell Culture-Based Inactivated Influenza Vaccine (ccIIV4)	Injectable inactivated influenza vaccine manufactured using cell culture rather than eggs, containing the influenza A(H1N1), (H3N2) and two influenza B lineage viruses predicted to be most common	People 4 years and older
Quadrivalent Recombinant influenza Vaccine (RIV4)	Injectable influenza vaccine produced without the use of influenza viruses or eggs; Contains the influenza A(H1N1), (H3N2) and two influenza B lineage viruses predicted to be most common	Adults 18 years and older
Trivalent and Quadrivalent Adjuvanted Inactivated Influenza Vaccine (aIIV3 and aIIV4)	Injectable inactivated influenza vaccine containing MF59 adjuvant, designed to help promote a stronger immune response in older adults; Contains the influenza A(H1N1), (H3N2) and one or two influenza B viruses predicted to be most common	Adults 65 years and older
Quadrivalent High-Dose Inactivated Influenza Vaccine (HD-IIV4)	Injectable inactivated influenza vaccine containing four times the antigen of a standard-dose influenza vaccine, designed to help promote a stronger immune response in older adults; Contains the influenza A(H1N1), (H3N2) and two influenza B viruses predicted to be most common	Adults 65 years and older

Source: https://www.cdc.gov/flu/pdf/freeresources/healthcare/flu-vaccine-rec_2020.pdf

** Licensed ages vary for different brands; consult package insert for appropriate ages for specific vaccines

FORMULARY NEWS

Effective 1/1/21, Aetna Better Health of Kentucky will be implementing the Department of Medicaid Services (DMS) Fee for Service (FFS) Single Preferred Drug List (PDL) or Formulary. When we make this transition in January, many drugs will have a new formulary status and some drugs will have new clinical criteria for prior authorization. Members and providers will be notified if they are impacted by any negative formulary changes that may occur 1/1/21.

More details will be shared in subsequent communications.

In the meantime, all formulary updates are posted to our website. For the most recent changes, please use this link: [Formulary Updates](#)



Clostridium Difficile Infection IDSA/SHEA Updated Clinical Practice Guidelines

Clostridium difficile, also known as C. difficile or C. diff, is a gram-positive, spore-forming bacteria known to cause diarrhea and colitis.^{1,2} C. difficile is contagious and spores are spread via fecal-oral, hand to hand contact, and airborne environmental dispersal in the hospital.² The Center for Disease Prevention and Control (CDC) estimates that almost half a million illnesses each year are due to clostridium difficile infection (CDI) and 16% of patients who get C. difficile will be re-infected in subsequent 2-8 weeks.^{1,2} It is diagnosed through positive C. difficile toxins (A and/or B) or positive C. difficile culture. Symptoms of CDI include diarrhea with loose, watery stools, or frequent bowel movements for several days; fever; stomach tenderness or pain; loss of appetite; and nausea.¹ The use of antibiotics suppress normal bowel microbiota and allows C. difficile to flourish, and the highest risk of CDI occurs during and in the first month after antibiotic exposure.³ The use of macrolide antibiotics including clindamycin, third and fourth generation cephalosporins, penicillins, fluoroquinolones, and carbapenems are frequently associated with CDI.² Extended antibiotic use and use of multiple antibiotics further increase the risk of CDI. Chemotherapy, gastrointestinal surgery, and use of acid-suppressing medications like proton pump inhibitors or histamine-2 blockers are risk factors as well.^{2,3} In February 2018, the Infectious Diseases Society of America (IDSA) and the Society for Healthcare Epidemiology of America (SHEA) released an update in the clinical practice guidelines for CDI in adults and children, which included new recommendations for the management of this infection. Treatment varies depending on whether this is the first infection or recurrence.

Updated Guideline Recommendations in Adults²

- ◆ Discontinue causative antibiotic(s) as soon as possible
- ◆ Do not use anti-diarrheal medication (Pepto-Bismol, Imodium, Lomotil)
- ◆ Isolate patient in single room with designated bathroom and use contact precautions (gown and gloves)
- ◆ Wash hands with soap and water after patient care visits (no alcohol containing hand sanitizers)

IDSA/SHEA Updated Clinical Practice Guidelines

Clinical Definition	Supportive Clinical Data	Recommended Treatment
Initial episode, non-severe	WBC \leq 15,000 cells/mL and SCr < 1.5 mg/dL	VAN 125 mg given 4 times daily for 10 days, OR
		FDX 200 mg given twice daily for 10 days
		Alternate if above agents are unavailable: MET, 500 mg 3 times per day by mouth for 10 days
Initial episode, severe	WBC \geq 15,000 cells/mL and SCr > 1.5 mg/dL	VAN, 125 mg 4 times per day by mouth for 10 days, OR
		FDX 200 mg given twice daily for 10 days
Initial episode, fulminant	Hypotension or shock, ileus, toxic megacolon	VAN, 500 mg 4 times per day by mouth or by NG tube. If ileus, add VAN rectally. IV MET (500 mg every 8 hours) should be administered together with oral or rectal VAN, particularly if ileus is present
First recurrence		VAN 125 mg given 4 times daily for 10 days if MET was used for the initial episode, OR
		Use a prolonged tapered and pulsed VAN regimen* if a standard regimen was used for the initial episode, OR
		FDX 200 mg given twice daily for 10 days if VAN was used for the initial Episode
Second or subsequent recurrence		VAN in a tapered and pulsed regimen, OR
		VAN, 125 mg 4 times per day by mouth for 10 days followed by rifaximin 400 mg 3 times daily for 20 days, OR
		FDX 200 mg given twice daily for 10 days, OR
		Fecal microbiota transplantation

WBC- white blood cells; VAN- vancomycin; FDX- fidaxomicin; MET- metronidazole; NG- nasogastric; IV- intravenous

*prolonged and tapered VAN regimen- (eg, 125 mg 4 times per day for 10–14 days, 2 times per day for a week, once per day for a week, and then every 2 or 3 days for 2–8 weeks)

1. The Center for Disease Prevention and Control. What is C. diff? Updated March 27, 2020. <https://www.cdc.gov/cdiff/what-is.html> Accessed October 20, 2020.
2. McDonald LC, Gerding DN, Johnson S, et al. Clinical practice guidelines for Clostridium difficile infection in adults children: 2017 update by the Infectious Diseases Society of America (IDSA) and Society for Healthcare Epidemiology of America (SHEA). Clin Infect Dis, 2018;66(7):987-994. <https://academic.oup.com/cid/article/66/7/e1/4855916> Accessed October 20, 2020.
3. Hopkins RJ, Wilson RB. Treatment of recurrent Clostridium difficile colitis: a narrative review. Gastroenterol Rep (Oxf). 2017;6(1):21-28. <https://pubmed.ncbi.nlm.nih.gov/29479439/> Accessed October 20, 2020.



Extra Benefits for Aetna Better Health of Kentucky Members

In addition to the standard Medicaid health benefits, Aetna Better Health of Kentucky offers the following extra benefits:

Extra Benefits	
Eyeglasses & Fittings	One free pair of eyeglasses every two years, including fittings.
Hearing Aids & Screenings	Yearly exam and one free hearing aid per year. Unlimited visits for hearing aid fittings.
Asthma Home Care	Members with an asthma diagnosis can get one free set of hypoallergenic bedding and up to \$150 for a yearly carpet cleaning.
CVS Weight Management Program	Free Nutrition/Weight Loss counseling at CVS MinuteClinic locations. Online personalized goal and plan development, up to a total of 16 visits over the course of 26 weeks.
Home Delivered Meals	Free healthy meal delivery for eligible members to help with certain conditions. Includes access to nutrition education to support health goals.
“Keeping Kids Safe” Opioid Lock Box Program	Medication lock box to keep kids safe.
Healthy You, Healthy Baby High Risk Pregnancy Program	Provides at home monitoring tools like a blood pressure cuff.
Momentum	Eligible members with certain chronic conditions can get up to \$1,500 a year to help pay for things like utilities, services not covered by Medicaid, and more.
GED Certification & Job Skills Training	Online job skills training with the chance to highlight skills to local employers, GED prep course and GED test voucher.
Getting on T.R.A.C.K. (Transition Ready Assistance & Core Knowledge)	Life skills program that includes education on budgeting and more.
Alternatives to Opioids	Eligible adult members can get up to \$600 a year to use towards acupuncture, massage therapy, dry-needling, and yoga.
Enhanced Transportation	Eligible adult members can get up to 10 free round-trip rides per year. Can be used for job interviews or training, grocery stores, getting to community health services and more.
Back to School Assistance Program	Free backpack with school supplies for members age 18 and under.
Slow Cooking Nutrition	Free course about how to make affordable, healthy meals using a slow cooker. Get a free Crock Pot by finishing the course.

Extra Benefits for Aetna Better Health of Kentucky Members

In addition to the standard Medicaid health benefits, Aetna Better Health of Kentucky offers the following extra benefits:

Diabetes Nutrition	Free 6-8 week basic diabetes course.
Start Strong Re-Entry Program	90-day re-entry program including treatment, housing, bus passes, and job training.
Simple Necessities Vending Machine	Vending machine for members experiencing homelessness at multiple shelters. The vending machine has items like personal hygiene items, socks and underwear for men and women, baby wipes and warm hats.

Aetna Promise Rewards (Aetna Better Health & SKY)

Earn rewards for getting important preventive services

Aetna Better Way to Health

\$10 for completion of Diabetic Retinal Eye exam	Eligible members can a \$10 gift card for getting a diabetic retinopathy eye exam. (except SKY)
\$20 for follow-up visit with Mental Health Practitioner	Members 6 years and older can get a \$20 card for going for a follow-up visit within 7 days.
\$25 HRA Incentive	Members who are pregnant or newly eligible will a \$25 card for completing the HRA.
Maternity Matters	
\$25 Initial Prenatal Visit	Pregnant members can get a \$25 gift card for going to their initial prenatal visit.
\$10 Subsequent prenatal visits	Pregnant members can get \$10 for each visit, up to 10 visits.
Cribs for Moms	Pregnant members can get a portable crib at 37 weeks of pregnancy for seeing their doctor regularly.
\$25 Post-Partum Visit	New mothers can receive \$25 for getting a post-partum visit within 7 - 84 days after the baby is born.
Family Transportation	Receive transportation provided for the entire family that includes a car seat for children. Limited to 10 roundtrips (up to 60 miles total per roundtrip) per year.

For more information, go to AetnaBetterHealth.com/Kentucky or call Member Services at **1-855-300-5528 (TTY:711)**



Network Relations Contact Information & Coverage Areas

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all of our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1-855-300-5528 Monday through Friday 7 AM-7 PM.

<p>Region 3 Behavioral Health Providers</p> <p>All Regions Community Mental Health Centers</p>		<p>Dustin Johnson Network Manager 502-648-6526 Johnsond38@aetna.com</p>
 <p>Region 5, 6, & 7 Behavioral Health Providers</p>		<p>Holly Smith Network Relationship Manager 815-641-7411 Smithh3@aetna.com</p>
<p>Kentucky Primary Care Association (KPCA) Association of Primary Care Physicians (APCP) The Physicians Network (TPN) Ephraim McDowell Cooperative Care Network</p>		<p>Sammie Asher Network Relationship Manager 606-401-1573 Ashers@aetna.com</p>
 <p>Supporting Kentucky Youth, SKY Liaison</p>		<p>Michelle Marrs Network Relationship Manager, SKY Program 859-221-4737 MarrsM@Aetna.com</p>

Regions 1

Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken

Regions 2

Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster



Gina Gullo
Network Relationship
Manager
502-612-9958
Rlgullo@aetna.com

Providers in the state of Indiana



Region 3A

Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington

Norton Healthcare System

University of Kentucky System

Trista Gibson
Network Manager
606-305-2705
GibsonT1@aetna.com

Region 3B

Jefferson County



Connie Edelen
Network Relationship
Manager
502-240-2122
Czedelen@aetna.com



Region 4

Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne

Providers in the state of Tennessee

Abbi Wilson
Network Manager
270-816-0893
Wilsona8@aetna.com

Region 5A

Anderson, Bourbon, Fayette, Franklin, Harrison, Jessamine, Mercer, Nicholas, Owen, Scott, Woodford

Baptist Health System



Cristy Sheppard
Network Manager
502-263-8420
SheppardC1@aetna.com



Region 5B

Boyle, Clark, Estill, Garrard, Jackson, Lincoln, Madison, Montgomery, Powell, Rockcastle

All other states excluding: IN, OH, TN, VA, &

Becky Bowman
Network Relationship
Manager
502-214-0399
BowmanB@aetna.com

Region 6

Boone, Campbell, Gallatin, Grant, Kenton, Pendleton

Region 7

Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan

CHI Saint Joseph Medical Group (Kentucky One)
Providers in the state of Ohio and West Virginia



Jacquelyne Pack
Network Manager
606-331-1075
Jmpack@aetna.com



Region 8

Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe

Providers in the state of Virginia

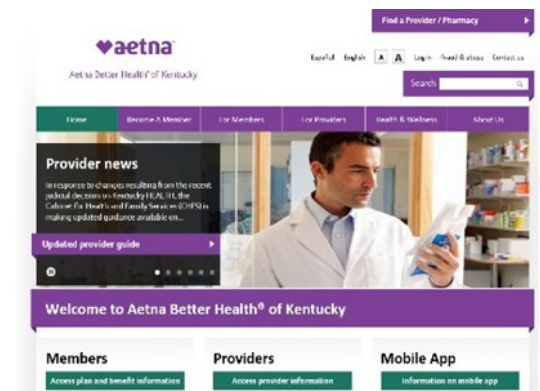
Krystal Risner
Network Relationship
Manager
606-687-0310
Risnerk@aetna.com

Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

Health Plan Website

The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website.



Visit the Website at: <https://www.aetnabetterhealth.com/kentucky/>

Secure Provider Portal

The Secure Provider Portal is a web-based platform which connects providers with real-time member information anytime. With a secure log on, providers can perform many functions within the web-based platform. The following information can be obtained from the Secure Provider Portal:

- Member Eligibility Search
- Panel Roster
- Provider List
- Claims Status Search

Access the Portal:

<https://www.aetnabetterhealth.com/kentucky/providers/portal>

