

Provider Newsletter

Winter 2025

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Every Body + Mind Matters Newsletter

Aetna Better Health (ABHLA) takes a whole-person approach to Medicaid, bringing together what matters most to health. Through expert care and easier access to services and support, we help our members live their healthiest lives. This newsletter is specifically dedicated for our providers with updates, resources, and articles. This newsletter, as well as previous newsletters, can be found [on our website](#). If you are interested in contributing to the newsletter, have ideas or suggestions, or you and your organization are interested in partnering with primary care organizations to integrate behavioral and physical health to treat the person as a whole, please contact Brian Guess at GuessB@aetna.com



PROVIDER BULLETIN

If you have any questions regarding the Provider Manual or need a copy, please contact your Aetna representative or access our [Provider Site](#).



PROVIDER MONITORING

How your work makes a difference to our Medicaid members

ABHLA uses many resources to influence healthcare outcomes and help make people healthier. One of these resources is the Consumer Assessment of Healthcare Providers and Systems or CAHPS.

CAHPS is a survey tool for collecting standardized information that demonstrates how satisfied members are with their health care and coordination of services, including their experience with providers, specialists, and our health plan.

Factors impacting CAHPS outcomes

- Different factors can affect member experience and CAHPS scores. For example:
 - Formulary and tier changes,
 - Office staff experience,
 - Provider network changes and plan changes.
- Consider the question: “How often was it easy to get the care, tests and treatment.” Responses used to answer the question – Never, Sometimes, Usually and Always. A respondent could reflect:
 - Medical experiences with ABHLA network
 - PCPs, specialists, and facilities
 - Any perceived barriers to getting their lab tests, dialysis treatment or drug treatments
 - The personal definition of what consists of care, tests or treatment will vary from person to person.



Who uses CAHPS?

NCQA accreditation and rating

- Health plans are rated with 0 to 5 stars based exclusively on HEDIS (Healthcare Effectiveness Data and Information) and CAHPS scores and found [online](#).

Members

- CAHPS supports members in assessing health plans and choosing the plan that best meets their needs.

Providers

- Providers use reported scores to assess the overall performance of all health plans.
- This assists in decisions regarding which health plans of which to contract.

ABHLA's most recent CAHPS 9 area composite and rating scores shows*:

Rating of Personal Doctor: 79.44%

Rating of Specialist Seen Most Often: 73.58%

Rating of All Health Care: 71.72%

Rating of Health Plan: 68.60%

Getting Needed Care: 86.23%

Getting Care Quickly: 91.30%

Coordination of Care: 89.68%

How Well Doctors Communicate: 94.91%

Customer Service: 88.89%

Overall, ABHLA and Providers do well in some areas and could focus on improving in others.



**Child results reported to NCQA, % is based on the number of respondents higher rating (9 or 10, Usually or Always) of the measures scored.*



Preferred Drug List Updates

NADAC Rate Changes

The Centers for Medicare & Medicaid Services has alerted states that National Average Drug Acquisition Cost (NADAC) rates for some generic drugs in the November file have decreased due to increased chain pharmacy participation in the NADAC rate survey. The effective date of the new rates will be November 20, 2024.

Prime Therapeutics NDC Drug Lookup

Prime Therapeutics has a drug lookup tool that searches by drug name or National Drug Code (NDC) to see Medicaid payable status: <https://www.lamcopbmpharmacy.com/drug-lookup>

Preferred Drug List Updates for January 1, 2025

Beginning January 1, 2025, Louisiana Medicaid is implementing changes to the Single Preferred Drug List (PDL). The redlined draft version is posted at: https://ldh.la.gov/assets/medicaid/PharmPC/11_14_24/PDL.Jan.1.2025.redline.pdf

Most of the brand drugs that were previously preferred over the generic versions will be moved to a non-preferred status. Revlimid brand will remain co-preferred with the generic version.





BEHAVIORAL HEALTH

High-dose ADHD drugs linked to 81% higher psychosis risk, study warns By Corie Pelc

Previous research shows that prescription amphetamine use in adults has been increasing in the United States, increasing 70% from 2011 to 2021, with a larger spike during the COVID-19 pandemic. There are a number of potential side effects to taking amphetamines, including possible addiction, especially if used illegally as a recreational drug.

Past studies have also linked amphetamine use to possibly developing the psychiatric disorder psychosis, which in some cases may lead to schizophrenia. Now, researchers from McLean Hospital in Massachusetts have found that people who take high doses of amphetamines have a five-fold increased risk of developing psychosis or mania.

The study found that participants receiving any prescription amphetamine had a 63% risk of developing psychosis or mania. That percentage increased to 81% for those taking high-dose amphetamine, considered 30 milligrams (mg) or more. According to the researchers, the findings suggest that 81% of psychosis or mania cases in people taking prescription amphetamines could have been eliminated if they were not taking a high dose.

This association of high-dose amphetamine use with an increased risk of psychosis or mania reminds us of the need for careful patient selection, dose titration, and close monitoring.

You can read this article in its entirety [here](#).

PHYSICAL HEALTH

Adding 5 minutes of exercise daily may help lower blood pressure By Jessica Freeborn

High blood pressure remains a common problem in the United States, affecting almost half the adult population. It contributes to death and increases the risk of severe problems like heart disease and stroke. Experts are interested in finding the most research-backed methods to help lower high blood pressure.

A study found that increasing exercise-like activities like running, cycling, and climbing stairs was associated with decreases in blood pressure. For example, the findings suggest that switching out 21 minutes of sedentary time with exercise-like activity could lower systolic blood pressure by about 2 mmHg. The results highlight how much exercise can influence blood pressure and that daily changes can greatly influence cardiovascular health.

When looking at the reallocation of activity, researchers found that replacing any other activity with exercise-like activity saw the most benefit for blood pressure. For example, researchers found that replacing five minutes of any other behavior with exercise-like activity was associated with around a 0.68-point decrease in systolic blood pressure and around a 0.54-point reduction in diastolic blood pressure.

The results also suggest that greater exercise-like activity could yield more significant reductions.

You can read this article in its entirety [here](#).

