



Cherish



AetnaBetterHealth.com/Maryland

Aetna Better Health of Maryland

Get rewarded for getting vaccinated

Aetna Better Health of Maryland members may be eligible for a \$100 gift card for receiving their COVID-19 vaccine.

Members who received their COVID-19 vaccine between December 15, 2021, and March 31, 2022, may be eligible to receive a \$100 gift card. Members must register at AetnaBetterHealth.com/Maryland.

Members who received their COVID-19 vaccine prior to December 15, 2021, in the state of Maryland should have already been awarded their gift card.



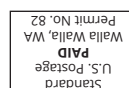
Questions? Give us a call at **1-866-827-2710 (TTY: 711)**.

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- Learn how to use Availity for prior authorizations
- When to submit claim disputes instead of appeals
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Spring 2022

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Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256



Aetna Better Health's Provider Portal is now on Availity

We'd like you to start using our new Medicaid provider portal in advance of discontinuing the existing provider portal.

Get registered for the portal

If you're already registered with Availity for another payer, you're all set. You can use your existing login credentials to get started with Aetna Better Health.

Not registered yet? That's OK. Visit [Availity.com/AetnaProviders](https://www.availity.com/AetnaProviders).

The new portal allows you to do many things, like:

- Authorization search: view authorization requests
- Search remittances: EOB PDF for claim payment information
- Search member eligibility and benefits
- Generate a list of members assigned to a PCP with the panel roster
- Determine if prior authorization (PA) is required with the PA requirement search tool
- Care management: review care plans, assessments and clinical records
- Use the provider deliverable manager
- Register for electronic funds transfer (EFT)
- Register for electronic remittance advice (ERA)
- View business intelligence reports
- View electronic claims submission and status updates
- View appeals/grievance submission and status updates
- See claims payments and verification of your information on ePREP

To ensure correct claims payments, all practice managers/providers must verify and update their practice information in the ePREP Portal to have their encounters submitted cleanly without any error code reason. You can go to eprep.health.maryland.gov to access the ePREP Portal.



Questions? Email us at MarylandProviderRelationsDepartment@Aetna.com.

Help for patients at risk of diabetes

Aetna Better Health of Maryland is offering a Diabetes Prevention Program to patients with prediabetes. This lifestyle change program is recognized by the Centers for Disease Control and

Prevention and teaches patients how to eat healthy, exercise and deal with stress to reduce the risk of developing type 2 diabetes.

Visit [AetnaBetterHealth.com/maryland/providers/member-benefits-coverage.html](https://www.AetnaBetterHealth.com/maryland/providers/member-benefits-coverage.html) to learn more about the program.

Do you have members who qualify? Contact us at WellnessAndPrevention@Aetna.com, or give us a call at **1-866-827-2710 (TTY: 711)** and ask to speak with a care manager.



Good news: No more faxing!

Still faxing your prior authorizations, medical records or additional information forms for your requests? There's a better way — submit your prior authorizations and upload your supporting documentation electronically through our provider portal on Availity.

Log in at **Availity.com**. If you are not already registered, that's OK. You can get registered at **Availity.com/provider-portal-registration**.

Here's how it works

On Availity, submit a prior authorization or prior authorization inquiry transaction and upload your documentation. Or view the status to retrieve the event, then upload the documentation. Didn't

use Availity for the initial request? That's OK. You can still use Availity to upload your documentation. Do a prior authorization inquiry, then follow the status in your Availity authorization/referral dashboard to upload your document.

Give us an hour — we'll teach you how to use Availity

Availity offers free, live webinars to show you how it works. For help and training, log in at **Availity.com** and then select Help & Training > Get Trained and search for the Authorization Submissions and follow-up training for Aetna Better Health and Mercy Care Providers – Recorded Webinar.

Member rights and responsibilities

Aetna Better Health members, their families and guardians have the right to information related to their treatment or treatment options in a manner and language appropriate to the member's condition and ability to understand. To access the specific member rights and responsibilities, call our Provider Relations staff toll-free at **1-866-827-2710 (TTY: 711)**. Check the **AetnaBetterHealth.com/Maryland** website for the full list of these rights and responsibilities.

Member education opportunities


For assistance with member education opportunities, please contact Aetna Better Health Member Services at **1-866-827-2710 (TTY: 711)**.

Also visit our website at **AetnaBetterHealth.com/Maryland/Wellness/Care** for additional information.



Discover our community development events

We enjoy meeting our members in the communities where they live, work and play. Here are a few of the events/meetings scheduled for the coming months:

 Let's connect. To learn more about our community development team and how our partnership can help you, reach out to us today at **1-866-827-2710 (TTY: 711)**.

Event/Meeting Name	Date/Time	Location	Address
Day at the Market	March 9, 2022 10 AM to 1:30 PM	Northeast Market	2101 E. Monument St. Baltimore, MD 21205
Provider Info & Education Table	March 16, 2022 9 AM to 12 PM	Family Healthcare of Hagerstown	201 S. Cleveland St. Hagerstown, MD 21740
Food Distribution	March 19, 2022 7 AM to 11 AM	Shabach Ministries	3600 Brightseat Road Glen Arden, MD 20785
Food Distribution	March 24, 2022 8:30 AM to 1 PM	Flintstone United Methodist Church	21613 National Pike NE Flintstone, MD 21530
Babypalooza	April 2, 2022 11 AM to 2 PM	Meritus Medical Group	356 Mill St. Hagerstown, MD 21742
CVS Information Table	April 20, 2022 1 PM to 4 PM	CVS Hagerstown #3166	1503 Potomac Ave. Hagerstown, MD 21742
Provider Info & Education Table	May 18, 2022 9 AM to 12 PM	Family Healthcare of Hagerstown	201 S. Cleveland St. Hagerstown, MD 21740
Provider Info & Education Table	June 15, 2022 9 AM to 12 PM	Family Healthcare of Hagerstown	201 S. Cleveland St. Hagerstown, MD 21740
Food Distribution	June 23, 2022 8:30 AM to 1 PM	Flintstone United Methodist Church	21613 National Pike NE Flintstone, MD 21530

When to submit a claim dispute

Please submit a claim dispute for claim resubmission (e.g., corrected claims) and reconsiderations. A dispute is an expression of dissatisfaction with any administrative function, including policies and decisions, based on contractual provisions and inclusive of claim disputes.

Pre-service denials are processed as member appeals and are subject to member policies and time frames.

Resubmission

Resubmission is a request for review of a claim denial or payment amount on a claim originally denied because of incorrect coding or missing information that prevents Aetna Better Health from processing the claim.

A corrected claim is an example of a claim resubmission. It

should include a newly added modifier, code change or any change to the original claim. The claim must use the appropriate resubmission type of bill or be marked as a corrected claim. Corrected claims must be submitted within 180 days.

Reconsideration

Reconsideration is a request from a provider for Aetna Better Health to reconsider its decisions. Examples include the following:

- **Itemized bill.** All claims associated with an itemized bill must be broken out per revenue (rev) code to verify that charges billed on the UB match the charges billed on the itemized bill. Please attach an itemized bill that is broken out by rev code with subtotals.
- **Duplicate claim.** Review request for a claim that

originally had a denial reason of "duplicate." Provide documentation as to why the claim or service is not a duplicate, such as medical records showing that two services were performed.

- **Retro-authorization request.** Claims that were denied due to no authorization on file. Medical records must be included.
- **Coordination of benefits.** Attach primary insurer's explanation of benefits (EOB).
- **Proof of timely filing.** For electronically submitted claims, provide the second level of acceptance report.

Disputes may be submitted via the Availity Portal, called in to Provider Relations at **1-866-827-2710 (TTY: 711)** or mailed to:

Aetna Better Health of Maryland
Claims and Resubmissions
P.O. Box 61538
Phoenix, AZ 85082-1538

When to submit an appeal

An appeal is a request by a provider to appeal actions of the health plan when the provider:

- Has a request for a retro-authorization of service delivery denied or not acknowledged with reasonable promptness
- Has a claim that has been denied or paid differently than expected and was not resolved to the provider's satisfaction through the provider claim dispute process

Appeals must be requested within ninety (90) business days from the date of retro-authorization

denial or the date of an adverse determination in the provider claim dispute process.

Please include relevant claims information and any supporting documents (e.g., medical records). Appeals may be submitted via the Availity Portal, faxed to **1-844-312-4257**, sent via secure email to **mdappealsandgrievances@Aetna.com** or mailed to:

Aetna Better Health of Maryland
Attention: Appeals Department
P.O. Box 81040, 5801 Postal Road
Cleveland, OH 44181



managers educate members on their specific disease and how to prevent worsening of their illness or any complications. The goal is to maintain or improve their health status.

The Care Management program provides services to the following populations, but is not limited to:

- Pregnant and postpartum outreach
- High-risk pregnancy outreach
- Children with special health care needs
- Children in state-supervised care
- Individuals with a physical or developmental disability
- Behavioral health/ substance abuse
- Disease management of conditions such as asthma, diabetes, heart failure, COPD, sickle cell anemia, hepatitis C and HIV/AIDS

If you have concerns about one of your patients and would like to refer them to the Care Management program, call **1-866-827-2710 (TTY: 711)** and ask for the Care Management department or email the Care Management department at **AetnaBetterHealthMDCM@Aetna.com**.

Integrated Care Management program

Our Care Management department provides support to members based on each individual's risks and unmet needs. These care needs are assessed by licensed nurses, social workers and counselors, as well as nonclinical professionals. We use a bio-psycho-social (BPS) model to help us identify what care our members need. The Care Management staff performs

a health risk assessment to determine the member's medical, behavioral health and bio-psycho-social needs.

Care managers work with the member, member's family, primary care provider, psychiatrist, substance use counselor and any other health care team member to achieve a quality-focused, cost-effective care plan. Care

How we make coverage decisions

Utilization management decision-making criteria can be found on our website, **AetnaBetterHealth.com/Maryland**. Or call **1-866-827-2710 (TTY: 711)** and request that a copy of the UM criteria be mailed to you. You can also call to request a free copy of any UM guideline, codes, records, benefit provision, protocol or document used to make a specific UM decision.

Do you know about our Health Education Program?

Our Health Education Program is available statewide and provides health education presentations and workshops on a variety of topics in partnership with community organizations, churches and schools. We are also available for health fairs and community events!

The Health Education Program is led by our Prevention and Wellness Coordinator. Presentations, workshops, health fairs and community events are staffed with highly qualified and skilled staff. This program is available at *no cost* and can be delivered in-person or virtually.

Available presentations include, but are not limited to, diabetes, hypertension, healthy lifestyle changes, nutrition labels, colorectal cancer, children's dental health, COVID-19, flu prevention, preparing for doctor visits, women's health and postpartum health. Classes are available in English, with translation services provided upon request.

Please email us at **WellnessAndPrevention@Aetna.com** for more information or to request a health education event for your organization.



Aetna Better Health formulary update



Aetna Better Health's pharmacy drug list is available on our website and contains the most recent changes to the formulary. It is updated on a monthly basis and can be accessed 24 hours a day, 7 days a week. Please visit **AetnaBetterHealth.com/Maryland/providers/pharmacy/drug-list** to see the latest version of the pharmacy drug list.

Fraud, Waste and Abuse

Know the signs — and how to report an incident

Health care fraud means receiving benefits or services that are not approved. Fraud can be committed by a provider, member or employee. Abuse is doing something that results in needless costs. Waste goes beyond fraud and abuse. Activities that are considered fraud, waste and abuse by members, doctors or any health care professional hurt everyone. Most waste does not involve a violation of law.

You can learn more and report fraud, waste or abuse by going online at [AetnaBetterHealth.com/Maryland/fraud-abuse](https://www.aetna.com/betterhealth/maryland/fraud-abuse).

Nondiscrimination notice:

This information can always be found on our website. Go to [AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland) to access it.



Check out our website


[AetnaBetterHealth.com/Maryland](https://www.aetna.com/betterhealth/maryland)

What you can find:

- Information about member rights and responsibilities
- Provider handbook
- Provider directory
- Pharmacy/prescription and other health information
- Information about our Care Management program, utilization management program and our quality programs
- Clinical Practice Guidelines
- Affirmative Action and nondiscrimination information



If you do not have internet access, give us a call at **1-866-827-2710 (TTY: 711)** and we can send you a copy of the written information you need.

Contact us  Aetna Better Health® of Maryland
509 Progress Drive, Suite 117
Linthicum, MD 21090-2256

1-866-827-2710
Hearing-impaired MD Relay: **711**

This newsletter is published as a community service for the providers of Aetna Better Health® of Maryland. HealthChoice is a program of the Maryland Department of Health. Models may be used in photos and illustrations.