

Provider Newsletter

Winter 2024



Contents

Useful Resources to Support Our Providers 2

Did You Know? We Cover Doula Services? What can a doula do for your patients? 3

Better Communication Means Better Patient Care..... 4

How you can help make the connection..... 5

Pharmacy Prior Authorization (PA): Getting It Right the First Time 6

Provider Resources for Using the Medicaid Enterprise System Home and Community-Based Services 7

DMAS CCC Plus Waiver Provider Manual Spotlight Personal Care Services to More than One Individual in the Same Household..... 8

Help Us Help You Address Vaccination Barriers

There are a lot of barriers that might prevent some Medicaid members from getting all of the immunizations they need. We want to help. But first, we have to know what your and your practice's needs are.

Help us find out by completing our Provider Immunization Survey. Your responses will help us identify meaningful solutions to create resources and better support Medicaid members in getting their vaccines.

Scan the QR code below or visit aetna.com/3AQ55X0 to take the survey.



Useful Resources to Support Our Providers

If you're experiencing difficulty accessing remittances, we can help you. We've created a how-to guide on how providers can access and read remits on all of the platforms they are available.

[Read now: Remits – How to Read](#)

We want to make sure our providers know what benefits are available to our members. That way, you can make meaningful recommendations to your patients that improve their health and empower them. So, we developed this downloadable quick sheet that lists all of our added benefits, which includes QR codes that lead to more information about our benefits.

[Read now: Member Benefits Quick Sheet for Providers](#)



Did You Know? We Cover Doula Services

What can a doula do for your patients?

A doula is not a nurse, doctor, or midwife, but, instead, a professional who supports moms, their partner, and their babies by providing both physical and emotional support to expecting mothers during pregnancy, childbirth, and during the postpartum period.

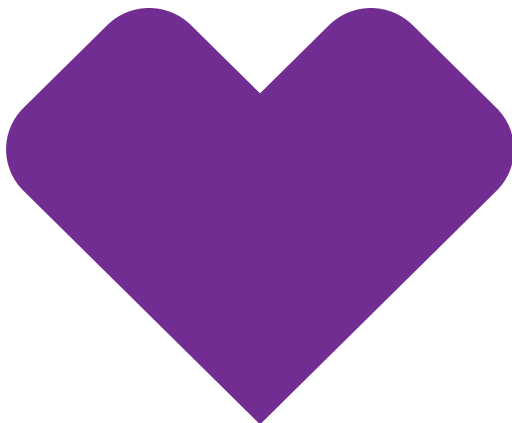
Doulas offer guidance and support to not only expecting mothers, but to their partners and family members as well. They also play a role in facilitating communication between the patient and other health care staff. Some additional services a doula may offer include:

- Physical comfort, such as through breathing techniques or massages during labor and delivery.
- Emotional support and encouragement.
- Information and resources and pregnancy, labor and delivery, and the postpartum period.
- Communication of health care wishes from patient and family to health care providers.
- Non-medical help with breastfeeding.
- Help with caring for newborns, such as bathing and feeding.
- Doulas may improve health outcomes and improve patient satisfaction, such as:
 - Decreased need for pain relief during labor and delivery.
 - Reduced incidence of C-sections.
 - Decreased length of labor.
 - Increased positive childbirth experiences.

Qualifications to be recognized as a doula vary by state. In Virginia, doulas have to complete specific training requirements and become recognized by the state's certification process. Once this has been completed, doulas can begin providing services to Medicaid members.

For members to receive doula services, they must get a recommendation from their PCP, OB/GYN, therapist, or other identified professional. The Doula Care Recommendation Form must be shared with the doula, and the doula needs this form before services can begin.

The completed form can be emailed to AetnaBetterHealthVA-CaseManagement@Aetna.com or faxed to **860-807-4933**.



Better Communication Means Better Patient Care

Treating behavioral health and medical problems together can improve outcomes for both.



How you can help make the connection

Understand

Understand how important it is to communicate regularly with your patients' medical and behavioral health providers.

Your contact helps share clinical information for thorough treatment and continuity of care. It's especially important:

- When patients have coexisting health problems.
- When medications are prescribed.
- If you have medical concerns.

Talk

Talk with your patients about how coordinated care can lead to better results. Ask for their okay for you to communicate with their other treating providers. Working together can mean reduced costs and better results, including:

- Lower mortality.
- Higher satisfaction.
- Lower readmission rates.



Ask your patients to sign a release form

Ask your patients to sign an authorization to release information. Other treating providers need to know diagnoses, treatment plan summaries, medications, referrals, and consultation availability.

[Learn more about HIPAA rules for sharing information](#)



Pharmacy Prior Authorization (PA): Getting It Right the First Time

Did you know that Aetna Better Health of Virginia maintains pharmacy content monthly? Each month, significant time is spent assuring resources are accurate and up to date in the Pharmacy section of our provider website. You can access all of that information here.

Our website includes a searchable formulary, printed formulary, PA criteria, and PA forms. Some of the drugs/drug classes have criteria that warrant specific PA forms. It is important that the correct form is chosen to ensure that all the necessary clinicals are supplied.

Our pharmacy call center strives to make the most accurate coverage determination the first time, limiting additional re-work for all stakeholders, including PA resubmissions, peer-to-peers, and appeals.

Examples of drugs/drug classes that should be submitted on their corresponding PA form:

TOPIC	NAME OF PRIOR AUTHORIZATION FORM
Atypical antipsychotics for members under 18 years of age	Atypical Antipsychotics Less Than 18yrs
Short acting and long action opioids (excluding methadone)	Opioids

All of these forms are available in the Pharmacy section of our website. Click here to review our library of PA forms.

Quality Management Spotlight

Provider Resources for Using the Medicaid Enterprise System Home and Community-Based Services

Aetna Better Health understands that improving members' health outcomes requires increased collaboration between you, the professional who provides care, and us, the health plan that covers that care. Our goal is to support waiver providers with resources and offer best practice recommendations to ensure our community-based members receive the best quality care.

DMAS released an updated CCC Plus Waiver Provider Manual (Chapter IV) on December 29, 2023. You can access the manual through the [Medicaid Enterprise System \(MES\) portal](#). The website includes valuable information, such as provider enrollment, training, FAQs, memos, bulletins, user guides, and more.



DMAS CCC Plus Waiver Provider Manual Spotlight Personal Care Services to More than One Individual in the Same Household

There may be instances where two or more individuals residing in the same household receive personal care through the same agency or SF. When this occurs, tasks, such as meal preparation, cleaning rooms, laundry, and shopping considered as Instrumental Activities of Daily Living (IADL) must be provided for both individuals simultaneously. Each individual will need a Plan of Care with separate ADL hours and shared IADL hours. Should the individuals choose to have separate agencies to provide care or separate SFs, these hours are not shared.

