



**Aetna Better Health of Ohio**

2023 Provider Orientation



# Agenda

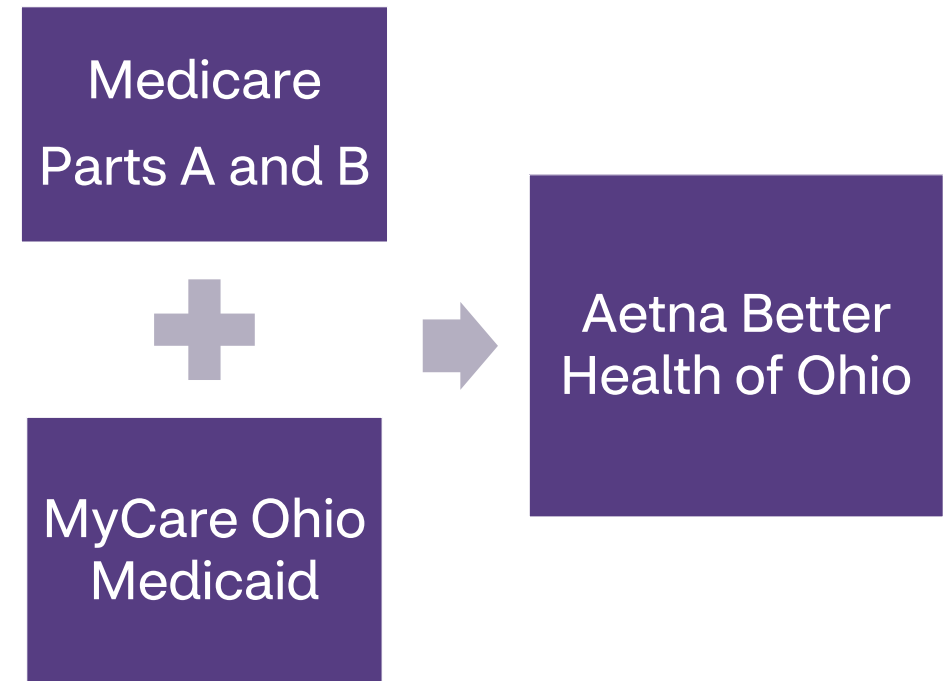
- **Overview**
- **Member Eligibility**
- **ID Card**
- **Network**
- **Care Management Program**
- **Member Care Team**
- **Caring for our Members**
- **Coverage and Benefits**
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# Aetna Better Health Ohio Overview

**Aetna Better Health of Ohio** is a Medicare-Medicaid Plan (MMP). It is a Medicare Advantage plan which serves dual eligible members through Aetna. It covers all Medicare and Medicaid services including prescription drugs, behavioral health, Managed Long Term Services and Supports (MLTSS) and additional supplemental benefits at \$0 cost sharing for all members. Our service area includes these counties in Ohio: **Butler, Clermont, Clinton, Delaware, Franklin, Fulton, Hamilton, Lucas, Madison, Ottawa, Pickaway, Union, Warren and Wood.**

## Plan Features

- Coverage of all Medicare and Medicaid benefits including prescription drugs, behavioral health and Managed Long-Term Care Services and Supports (if applicable)
- \$0 cost sharing for all covered services and prescription drugs
- All members have access to a dedicated Aetna care manager
- No referrals for specialists
- In-network primary care provider selection required



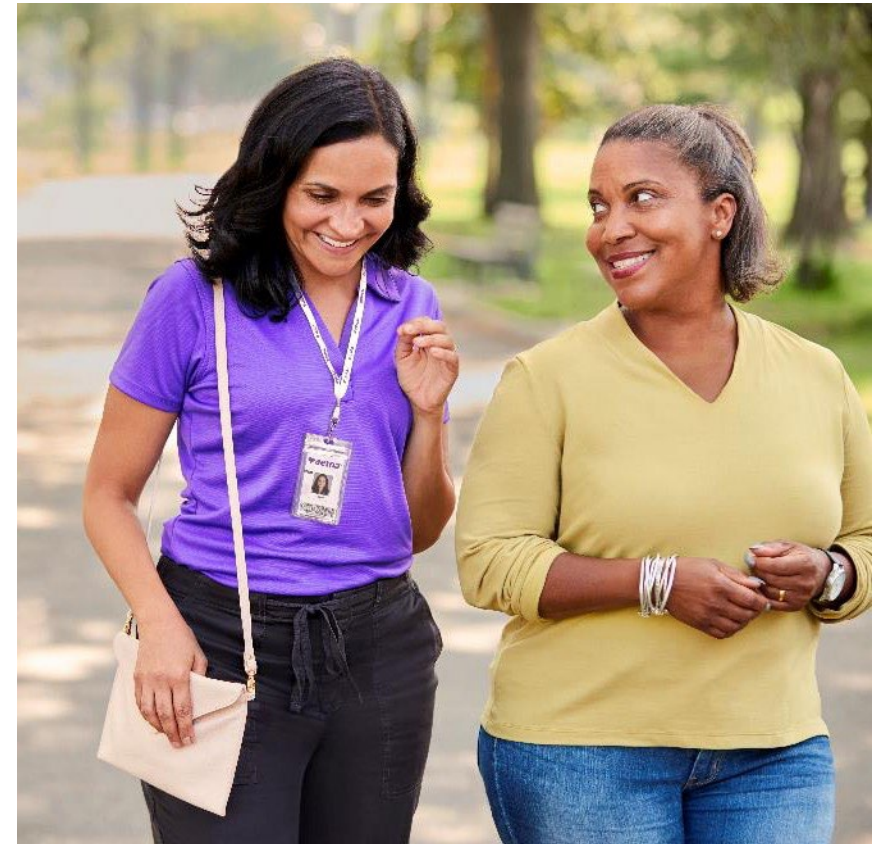


# Member Eligibility to join MMP

## To join the Aetna Better Health of Ohio, the member must:

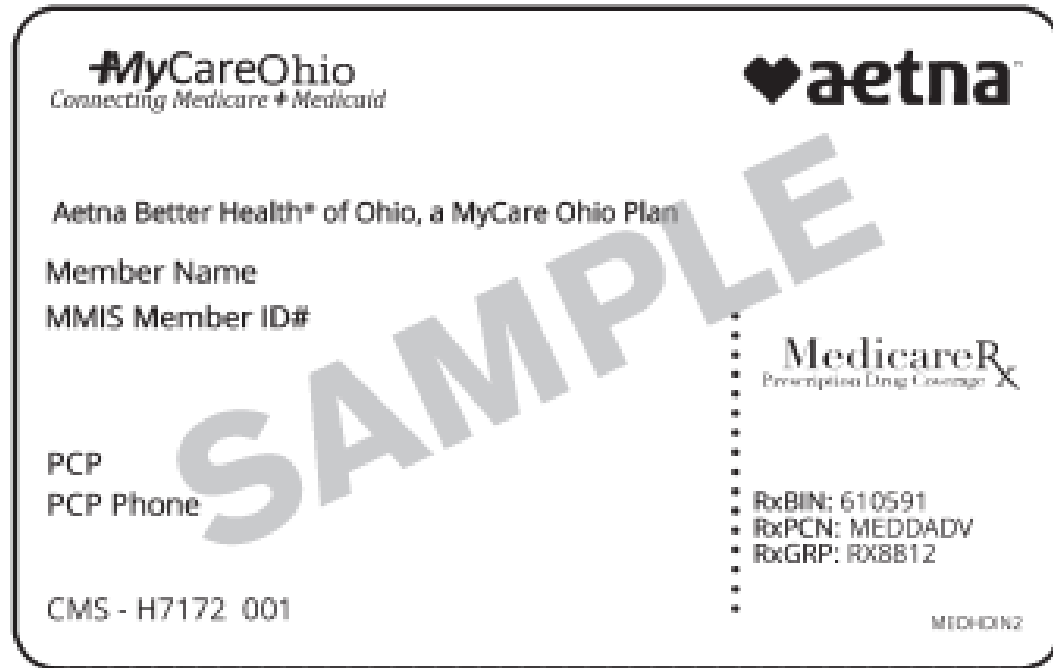
- Have Medicare Parts A and B
- Have full MyCare OH Medicaid benefits
- Be a full-time Ohio resident and live in the plan's service area
- Not be enrolled in a PACE program

**When a member enrolls in an MMP**, he or she will be automatically disenrolled from original Medicare or any Medicare Advantage plan in which they may be enrolled, their OH Medicaid plan, their Part D prescription drug plan, and all their Medicare and Medicaid benefits will be covered by the plan.



# Member ID Card

The Aetna Better Health of Ohio member card represents coverage for both Medicare and OH Medicaid, which may include MLTSS (if applicable)



**MyCareOhio**  
Connecting Medicare + Medicaid

**aetna**

Aetna Better Health® of Ohio, a MyCare Ohio Plan

Member Name  
MMIS Member ID#

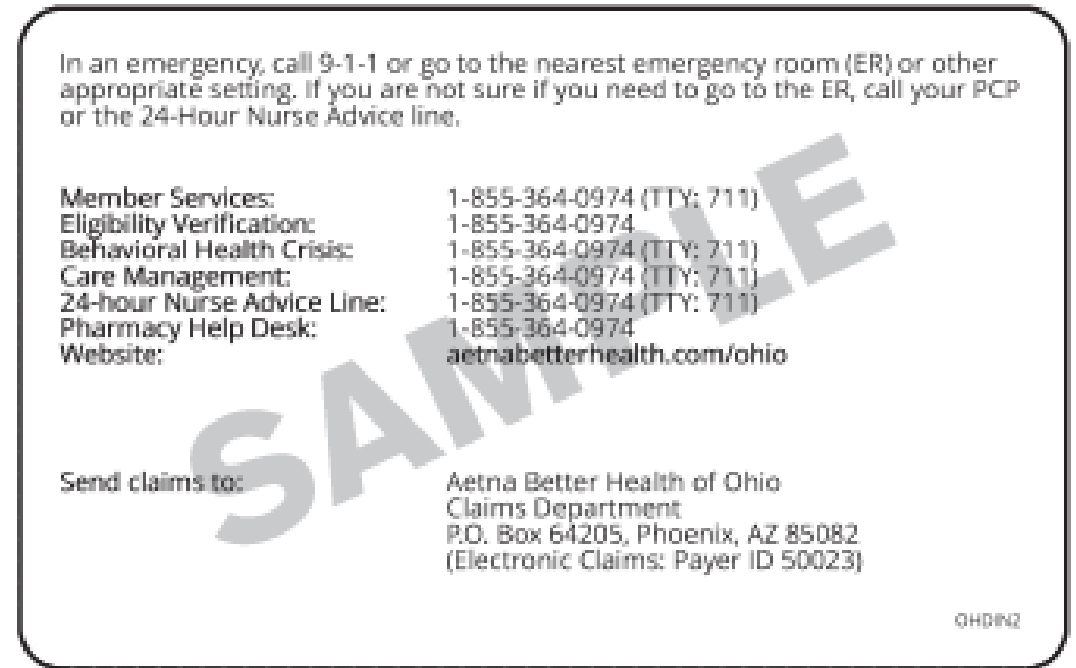
PCP  
PCP Phone

CMS - H7172 001

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610591  
RxPCN: MEDDADV  
RxGRP: RX8B12

MEDOH02



In an emergency, call 9-1-1 or go to the nearest emergency room (ER) or other appropriate setting. If you are not sure if you need to go to the ER, call your PCP or the 24-Hour Nurse Advice line.

Member Services: 1-855-364-0974 (TTY: 711)  
Eligibility Verification: 1-855-364-0974  
Behavioral Health Crisis: 1-855-364-0974 (TTY: 711)  
Care Management: 1-855-364-0974 (TTY: 711)  
24-hour Nurse Advice Line: 1-855-364-0974 (TTY: 711)  
Pharmacy Help Desk: 1-855-364-0974  
Website: [aetnabetterhealth.com/ohio](http://aetnabetterhealth.com/ohio)

Send claims to:

Aetna Better Health of Ohio  
Claims Department  
P.O. Box 64205, Phoenix, AZ 85082  
(Electronic Claims: Payer ID 50023)

OH02

Use the member ID number on the Aetna Better Health of Ohio when submitting claims for reimbursement. One phone number for member services, care management, provider services and other key plan contacts.

# Large and Trusted Network

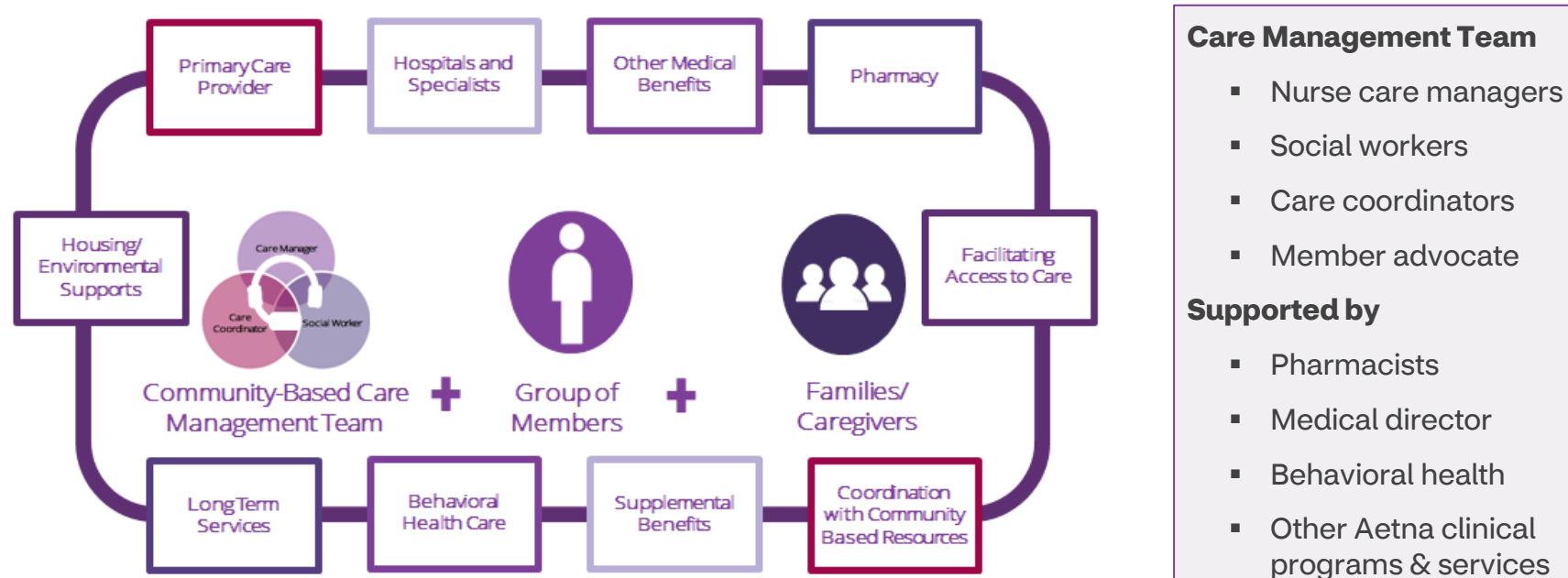
- Aetna Better Health of Ohio Network closely mirrors, but is not the same as, Aetna Medicare Network. Members can utilize the plan-specific [provider directory](#).
- Network consists of Aetna Medicare and Medicaid providers statewide.
- Over 54,000 in-network providers across Ohio.
- 112 CVS MinuteClinics® providing general medicine, urgent care and telehealth services in Ohio.
- Dental Network through DentaQuest network available throughout Ohio.
- Vision Network through VSP with access to 330 providers in Ohio.
- Lab Corp and Quest Labs, as well as other independent labs, are in-network.
- Access to over 67,000 in-network pharmacy locations in our national pharmacy network.



# Care Management Program

Aetna Care Management Program extends beyond traditional case and disease management programs, offering personal, comprehensive support for 100 percent of members.

- Integrated team-based care management model with a personal touch
- Balanced clinical approach that integrates medical, functional, environmental, behavioral health and psycho-social needs through a core care management team



# Member Care Team

## Our personalized, holistic and local care management strategy

### Every member is supported by a dedicated Care Team

- Comprehensive health risk assessment
- Individualized and personalized care plan
- Transitional care if discharged from the hospital
- Assistance with accessing community resources and support
- Help navigating the health care system
- Provide Long Term Services and Supports to members that qualify

Our care team



### Registered nurse

Assesses member's needs and risk levels; develops and oversees care plan



### Social worker

Identifies and addresses social determinants of health



### Care coordinator

Completes initial outreach, Health Risk Assessment and assists with benefit navigation and appointment scheduling



### Member advocate

Assists member with Medicaid recertification and accessing benefits





# Provider Role In The Care Management Program

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- Communicate with care managers, ICT members, members and caregivers
- Collaborate with our organization on the ICP
- Review and respond to patient-specific communication
- Maintain ICP in member's medical record
- Participate in the ICT
- Remind member of the importance of the HRA, which is essential in the development of the ICP
- Encourage the member to work with their care management team

# One Plan, One Card, Complete Coverage

Aetna Better Health of Ohio members show one card to receive all services covered by the plan

Medicare Parts A, B, and D	Aetna Better Health of Ohio Medicare Supplemental	Medicaid	Medicaid MLTSS (if applicable)
<ul style="list-style-type: none"> <li>• PCP visits</li> <li>• Specialist visits</li> <li>• Inpatient/outpatient hospital</li> <li>• Emergency &amp; urgent care</li> <li>• X-rays and diagnostic radiology</li> <li>• Lab services</li> <li>• Ambulance</li> <li>• Therapy (PT/OT/ST)</li> <li>• Prescription coverage</li> </ul>	<ul style="list-style-type: none"> <li>• \$105/quarterly OTC allowance</li> <li>• Virtual medical visits – members have the option to schedule a telehealth visit 24 hours a day, 7 days a week via Teladoc or MinuteClinic® video visit.</li> <li>• Fitness program</li> <li>• Personal emergency response – medical alert system</li> <li>• Meals at home following discharge</li> <li>• 24-hour nurse line</li> <li>• Annual routine physical exam</li> <li>• Worldwide emergency and urgent coverage</li> </ul>	<ul style="list-style-type: none"> <li>• Medicare cost share covered for all members, including Part D copays</li> <li>• Additional coverage beyond Medicare limits</li> <li>• Preventive and comprehensive dental</li> <li>• Hearing services</li> <li>• Vision services</li> <li>• Podiatry (routine)</li> <li>• Chiropractic care</li> <li>• Behavioral health services</li> <li>• Acupuncture</li> <li>• Transportation</li> <li>• Medical day care</li> <li>• Personal care assistance</li> <li>• Additional pharmacy covered items</li> </ul>	<ul style="list-style-type: none"> <li>• Assisted living services and programs</li> <li>• Caregiver/participant training</li> <li>• Chore services</li> <li>• Community residential services</li> <li>• Community transition services</li> <li>• Home-based supportive care</li> <li>• Home delivered meals</li> <li>• Medication dispensing device</li> <li>• Residential modifications</li> <li>• Respite care</li> <li>• Social adult day care</li> <li>• Structured day program</li> <li>• Supported day services</li> <li>• TBI behavioral management</li> <li>• Non-medical transportation</li> <li>• Vehicle modifications</li> </ul>

# Benefits in Ohio

Additional benefits for Aetna Better Health of Ohio enrollees:

## Extra Benefits Card

Members will receive an Extra Benefits Card in the mail that can be used to buy healthy foods and over-the-counter (OTC) items. Separate allowances that the member will receive:

- \$105 every quarter for eligible OTC items

## Virtual medical visits

Members can schedule a Teladoc appointment at [Teladoc.com/Aetna](https://Teladoc.com/Aetna) or by calling 1- 855-TELADOC (1-855-835-2362) (TTY: 711) or MinuteClinic® Video Visit which is available 24/7 via the CVS app or at by visiting the [Minute Clinic Website](#).\*

## Fitness programs

SilverSneakers® gives members access to a large network of fitness centers, community classes, on-demand videos and at-home fitness kits.

## Personal emergency response system (PERS)

Medical alert system that provides users with 24/7 access to help in the event of a fall or other emergency. Includes GPS and fall detection at no additional cost.

## Meals at Home

Members can receive 2 meals after an inpatient hospital discharge or skilled nursing stay.

## Aetna 24-Hour Nurse Line

Member can get guidance and support on your basic health care questions, 24 hours a day, 7 days a week.

## Worldwide urgent and emergency coverage

# Verifying Member Enrollment

To see if the patient is enrolled and to check their eligibility dates you may do one of the following:

## Verify by Phone

Call our Provider Services team at **1-866-600-2139**. Please provide the following information:

- Your National Provider Identifier (NPI) or Tax ID number
- Name of care provider practice or facility
- Member ID number, if you have it
- Member name
- Member date of birth

## Verifying through Availity

Register for our Availity (our secure portal) which features an eligibility lookup tool. Providers will need to fill out and submit the [portal registration form](#).

A link to Availity is also located on our at [Provider Portal Website](#).



Availity®

# Claims Submission

**Aetna Better Health of Ohio members should NOT be balanced billed for any covered benefit.**

We have an automated system for processing claims for members enrolled in Aetna Better Health of Ohio.

- Using the member's ID number from the plan ID card, you'll only need to submit **one claim**. Your claims will automatically be processed first against the Medicare benefits and then against the Medicaid benefits.
- You'll receive two provider remittance advices (PRAs), one for Medicare and one for Medicaid. There's no need to resubmit a secondary claim to Aetna.
- We encourage participating providers to electronically submit claims through Change Healthcare. Use submitter ID **#50023** when submitting claims Aetna Better Health of Ohio.

# Claim Submission

## Electronic claims can be submitted through three ways:

- Your own claim clearinghouse
  - Ensure that your clearinghouse is compatible with Change HealthCare using the 837 file format.
  - Please use Submitter ID **#50023** when submitting electronic claims
- Availity
  - Information on Availity can be found at the [Provider Portal Website](#)
- Paper Claims
  - Please use Submitter ID **#50023** when submitting paper claims

**Aetna Better Health of Ohio**

**PO Box 982966**

**El Paso, TX 79998-2966**

# Tips for Submitting Claims

- Confirm member's eligibility before rendering services.
- To best ensure timely and accurate payment of your claim, submit a “clean claim”
- A “clean claim” is defined as one that can be processed (adjudicated) without obtaining additional information from the service provider or from a third party
  - It does not include claims submitted by providers under investigation for fraud or abuse or for claims that are under review for medical necessity
- Clean claims are processed according to the following timeframes:
  - 90% of clean EDI claims adjudicated within 30 days of receipt
  - 90% of clean paper claims adjudicated within 90 days of receipt
- If providers have an approved authorization for a claim, include the authorization number on all claim lines pertaining to the authorization.

# Timely Filing

In accordance with contractual obligations, claims for services provided to an enrollee must be received in a timely manner. Our timely filing limitations are as follows:

**New claim submissions** – Claims must be filed on a valid claim form within your contracted timely filing timeframe. This is from the date services were performed, unless there is a contractual exception. For hospital inpatient claims, date of service means the date of discharge of the enrollee.

**Claim Resubmission** – Claim resubmissions must be filed within your contracted timely filing period. The only exception to this is if a claim is recouped, the provider is given an additional contracted days from the recoupment date to resubmit a claim. Please submit any additional documentation that may effectuate a different outcome or decision.





# EFT and ERA Setup

Aetna Better Health of Ohio is partnering with Change Healthcare to introduce the new EFT/ERA Registration Services (EERS), a streamlined way for our providers to access payment services.

## What is EERS?

EERS offers providers a standardized method of electronic payment and remittance. Providers will be able to use the Change Healthcare tool to manage EFT and ERA enrollments with multiple payers on a single platform.

## How does it work?

If a provider's tax identification number (TIN) is active in multiple states, a single registration will auto-enroll the payee for multiple payers. Registration can also be completed using a national provider identifier (NPI) for payment across multiple accounts. Providers with pending applications will not need to resubmit.

Current users of Change Healthcare as a "clearinghouse" will still need to complete EERS enrollment. Once enrolled, payees will have access to the Change Healthcare user guide to aid in navigation of the new system.

## How do I enroll?

To enroll in EERS, please visit [Change's Payer Enrollment Services](#)

# Provider Disputes

If you are a Contracted Provider, you may use the [Dispute Form](#) found online to have your claim reconsidered. You may submit through the **portal** or by **mail**. For faster processing, you may also submit a dispute through Availity.

Please fill the form out completely and accurately for proper handling of your Dispute. Disputes can be sent by mail to:

**Aetna Better Health of Ohio**

**PO Box 982966**

**El Paso, TX 79998-2966**

Incomplete or missing information may cause the decision to be upheld or returned to Provider. Common mistakes include:

- Incorrect Denial of Claim or Claim Line(s)
- Incorrect Denial of Authorization Code or Modifier Issue
- Medical Necessity
- Incorrect Rate Payment

Your Dispute must include:

- The completed form
- Factual or legal basis for appeal statement
- Copy of the original claim
- Copy of the remit notice showing the claim denial
- Any additional information (clinical records, required documentation) or Medicaid references as needed

# Provider Portal

If you are already registered in Availity, you will simply select **Aetna Better Health** for Aetna Better Health of Ohio from your list of payers to begin accessing the portal and all of the features. When using Availity services, be sure to select **Aetna Better Health** in any payer dropdown

Find out more at the [Aetna Better Health of Ohio Provider Portal Website](#)

If you are not registered, we recommend that you do so immediately by going to the above portal location.

The screenshot shows the Aetna Better Health of Ohio Provider Portal website. At the top, there is the Aetna logo and the text "Aetna Better Health\* of Ohio". To the right, there is a search bar with the text "Find a Provider / Pharmacy" and a magnifying glass icon. Below the search bar, there are links for "Español", "Log in", "About Us", "Contact Us", and "Fraud & Abuse". The main navigation bar includes "Home", "Become A Member", "For Members", "For Providers", and "Health & Wellness". The "For Providers" section is highlighted in green. Below this, there is a list of links: "Join Our Network", "Portal", "News & Notices", "Newsletters", "Claims", "Manual", "Forms", "Aetna Better Health Of Ohio (Medicare-Medicaid)", "Aetna Better Health Of Ohio (Medicaid-Only)", and "Resources". The "Portal" link is selected. To the right of the navigation bar, there is a section titled "It's easy to work with us on Availity®" with a sub-header "What's new on Availity?". Below this, there are sections for "Eligibility and benefits" and "See claims details". At the bottom, there is a section titled "All the tools you need, all in one place" with a sub-header "You can:".



# Availity®

# Provider Manual

**The provider manual contains plan policies, procedures and benefits.**

You'll also find general reference information such as the minimum standards of care required of Plan providers.

The most current version of the provider manual is available [here](#) or on our [Manual Page](#).

To request a copy of the provider manual by email, USPS mail or for general questions, simply contact our Provider Relations Department at **1-855-364-0974** or by email at [OH\\_ProviderServices@aetna.com](mailto:OH_ProviderServices@aetna.com).

**AETNA BETTER HEALTH® OF OHIO**  
A MyCare Ohio plan (A Medicare-Medicaid Plan)

Provider Manual



**aetna®** | **#MyCareOhio**  
Connecting Medicare + Medicaid

[aetnabetterhealth.com/ohio](https://aetnabetterhealth.com/ohio)

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# Provider Responsibilities

- **Enrollee Privacy Rights**
- **Enrollee Privacy Requests**
- **Advanced Directives**
- **Provider Marketing**
- **Cultural Competency**
- **Health Literacy**
- **Alternative Formats**
- **Americans with Disabilities Act**
- **Abuse and Neglect**
- **Fraud, Waste, and Abuse**

# Provider Responsibilities (continued)

## Enrollee Privacy Rights and Requests

- Uphold the privacy requirements of HIPAA when members exercise privacy requests.
- Make information available about Aetna Better Health of Ohio practices regarding their PHI.
- Maintain a process to request access, change, or restrict disclosure of PHI.
- Consistently respond to privacy requests within required time standards.
- Document requests and actions taken.

## Advanced Directives

The advance directive must be prominently displayed in medical records. Must include:

- Providing written information on individual's rights under state law to make medical decisions.
- Written policies about advance directives (including conscientious objections).
- Documenting whether member's advance directive has been executed.
- Members may not be discriminated against due to advance directive decisions and providing unconditional care.

# Provider Responsibilities (continued)

## Provider Marketing

- Aetna may not conduct sales activities in healthcare settings.
- Providers may discuss OH Medicaid plans in response to an inquiry.
- Providers are encouraged to display enrollee materials of participating plans.
- Refer patients to 1-800-MEDICARE, Enrollment Broker, or CMS's website

Providers may:

- Educate on plan benefits and policies
- Refer to sources within Aetna
- Discuss participating status

Providers may not:

- Accept applications
- Induce enrollments
- Accept direct marketing compensation

# Provider Responsibilities (continued)

## Cultural Competency and Health Literacy

- Care without concern about race, ethnicity, national origin, religion, gender, age, mental or physical disability, sexual orientation, genetic information or medical history, ability to pay or ability to speak English.
- Treat all enrollees with dignity and respect.
- Participating providers are required to identify language needs and provide translation, oral or sign language interpretation.

Aetna makes its language interpretation and sign language services available for free. Contact **1-866-600-2139** to access those services.

- Culturally and Linguistically Appropriate Services (CLAS) available at the [Think Cultural Health](#) site

## Alternative Formats

- Large print, Braille, and alternative media for plan materials
- Contact Provider Services at **1-855-364-0974** or by email at [OH\\_ProviderServices@aetna.com](mailto:OH_ProviderServices@aetna.com)



# Provider Responsibilities (continued)

## Americans with Disabilities Act

- Obligation to provide reasonable accommodations to those with hearing, vision, cognitive, and psychiatric disabilities
- Waiting room and exam room furniture meets needs of all enrollees, including those with disabilities.
- Accessibility by public transportation routes
- Clear signage
- Appropriate accommodations such as large print materials
- Additional Resources at the [Americans With Disability](#) website

# Provider Appointment & Access Standards

## Provider Appointment Standards

Aetna Better Health of Ohio monitors provider compliance to appointment availability standards

- Routine, preventive care available within 28 days for most providers from request
- Urgent care appointments, not deemed an emergency medical condition, triaged, and if deemed necessary, provided within 24 hours
- Appointment not deemed serious (non-urgent complaints) within 28 days
- Post-hospitalization or emergency department visits within 7 days of discharge

## Provider Access Standards

- Aetna Better Health of Ohio members require access to their medical home/PCP, including after hours and on weekends (“live person” and no answering machines). Provider voicemail messages should direct members to the emergency room in cases of emergency
- Aetna Better Health of Ohio will monitor the availability of 24/7 access and the processes that support after hours availability and response
- Providers are encouraged to use alternative options for communication, such as scheduling appointments via the web, communicating via secure email and expanded office hours or open access scheduling
- This membership necessitates that providers make their practices accessible to accommodate the full range of disabilities that may exist with the population

Provider Type	Emergency Appointment	Urgent Appointment	Routine Appointment	Wait Time in the Office
Primary Care	Immediate	Within 24 Hours	Within 28 Days	No more than 45 minutes, except when the provider is unavailable due to an emergency
Specialist	Immediate	Within 24 Hours Of Referral	Within 28 Days	No more than 45 minutes, except when the provider is unavailable due to an emergency
OB/GYN	Immediate	Within 24 Hours	1 <sup>st</sup> Trimester: Within 3 Weeks 2 <sup>nd</sup> Trimester: Within 7 Calendar Days 3 <sup>rd</sup> Trimester: Within 3 Calendar Days High Risk: Within 3 Calendar Days Routine Care: Within 3 Weeks Postpartum: Within 6weeks	No more than 45 minutes, except when the provider is unavailable due to an emergency
Behavioral Health	Immediate	Within 24 Hours	Within 10 Days	No more than 45 minutes, except when the provider is unavailable due to an emergency

In addition to the standards above, Behavioral Health providers are contractually required to offer:

- Follow-up Behavioral Health Medical Management within 3 months of the first appointment
- Follow-up Behavioral Health Therapy within 10 business days of the first appointment
- Next Follow-up Behavioral Health Therapy within 30 business days of the first appointment

# Key Contacts

For member services, provider services and prior authorization for Aetna Better Health of Ohio call **1-855-364-0974**

[Aetna Better Health of Ohio Home Page](#)

[Aetna Better Health of Ohio Provider Site](#)

[Aetna Better Health of Ohio Plan Provider Manual](#)

[Provider Relations Email](#)

# Questions?



# Aetna policy statement

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# Thank You

