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Provider Newsletter

Summer 2022

Member Advisory Committee

We value your opinion and the opinion of our members, your patients. We want to hear your ideas that could be helpful to all of our members. We take your feedback seriously.

We have a group that is made up our members, their caregivers, and providers, just like you. This group is called the Member Advisory Committee (MAC). They meet quarterly during the year to review member materials, member feedback, changes, and new programs. They tell us how we can improve our services.

All Plan members, including those eligible for MLTSS and FIDE-SNP benefits, or legal guardians of members, advocates, and community stakeholders are welcome to join. Committee members can also be family members and providers. We ask that you please remind your patients of the MAC and how they can share their opinion. Participants are automatically entered into a raffle and have the chance to win a prize for attending.

If you want to know more about the MAC, call Member Services at **1-855-232-3596** (TTY: 711). You can also learn more and register for upcoming [MAC meetings](#) by visiting our website.



The next MAC meeting is scheduled for Thursday, September 15th.



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Maternal Health Services and Benefits



Sometimes women are ready for motherhood. And sometimes a baby is a surprise. Whatever a mom is feeling, we are here to help our members have a healthy pregnancy and baby.

We deliver:

- A dedicated care management team
- No-cost breast pump
- No-cost welcome baby bag
- Doula services
- Rides to doctor visits
- Gift card for completing visits
- Access to a large network of providers including Ob/Gyns, pediatricians, and all top hospitals. Specialist referrals not required.

Remind your patients to enroll baby in a health plan

- Within 60 days of birth, enroll your baby in NJ FamilyCare. Call NJ FamilyCare directly at **1-800-701-0710 (TTY: 1-800-701-0720)**. You can choose Aetna Better Health® of New Jersey.
- If you need help enrolling your baby, we can help. Call our Healthcare Central Store at **959-299-3102 (TTY: 711)**, Monday–Friday, 10 AM–6 PM.

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Provider Tool Kit Information & Clinical Practice Guidelines

Find information about immunizations, well-care visits, and a link to HEDIS education materials

Aetna Better Health® of New Jersey provides several toolkits and provider resources related to HEDIS and CAHPS. Please visit our [Aetna Resources Page](#) to access some helpful links to support your practice.

Our website also provides helpful Clinical Practice Guidelines for easy review to help our providers give members high-quality, consistent care with effective use of services and resources. These include treatment protocols for specific conditions, as well as preventive health measures. Please visit our [Clinical guidelines and policy bulletins](#) for quick access to these guidelines and policies.

Upcoming Provider Trainings



You're Invited!

As a participating provider with Aetna Better Health® of New Jersey, we would like to invite you and your office staff to join us for a very important training session about our programs and services.

Please visit our [website](#) to choose a date and time that works best for your practice. Scroll to the bottom of the page for topics and meeting time options. Click on the link to register.

Aetna Better Health® of New Jersey values our partnership with your practice to serve the people in the state of New Jersey by providing quality health care and accessible, medically-necessary services. Our providers are one of the most critical components of our service delivery approach and we are grateful for your participation. We look forward to speaking with you.

Webinars will provide valuable information on the following:

- Authorization
- Claim processing
- Cultural competency
- Credentialing
- Nursing
- Assisted living
- Other important topics

Find Newsletters and Notices



Be sure to stay up to date on Aetna Better Health® of New Jersey updates by reviewing our Provider Notices and Newsletters. Please visit [Notices and Newsletters](#) to stay up to date on the latest information!



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Language Interpreter Services



Providers are required to identify the language needs of members and to provide oral translation, oral interpretation, and sign language services to members.

To assist providers with this requirement, Aetna Better Health® of New Jersey makes its telephonic language interpretation service available to providers in order to facilitate member interactions. These services are free to the member and provider. However, if the provider chooses to use another resource for interpretation services, the provider is financially responsible for associated costs.

Our language interpreter vendor provides interpreter services at no cost to providers and members. Language interpretation services are available for use in the following scenarios:

- **If a member requests interpretation services**, the Aetna Better Health® of New Jersey Member Services Representatives will assist the member via a three-way call to communicate in the member’s native language.
- **For outgoing calls**, Member Services Staff will dial the language interpretation service and use an interactive voice response system to conference with a member and the interpreter.
- **For face-to-face meetings**, Aetna Better Health® of New Jersey staff (e.g., Case Managers) can conference in an interpreter to communicate with a member in his or her home or another location.
- **When providers need interpreter services** and cannot access them from their office, they can call Aetna Better Health® of New Jersey to link with an interpreter.

Aetna Better Health® of New Jersey provides alternative methods of communication for members who are visually impaired, including large print and/or other formats. Contact our Member Services Department for alternative formats.

Healthcare Central: NJ FamilyCare Guidance Center

If you have a patient in need of insurance in the Newark area, direct them to Healthcare Central for help finding coverage.



Sign up for NJ FamilyCare



Understand the renewal process for NJ FamilyCare



Get assistance with finding a provider



Understand your Aetna Better Health® benefits



Monday–Friday, 10 AM–6 PM
959-299-3102 (TTY: 711)



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Importance of Dental Benefits



Primary Care Providers can play an important role in their patient's dental health by referring them to their dental home and dentist after they are seen for a medical visit.

Each member is assigned to a Dental Home/Primary Care Dentist (PCD) who will be the provider of all dental care not requiring a specialist.

Our dental benefit is comprehensive and includes:

- Two annual preventive dental visits for all members of any age that include an oral evaluation, necessary x-rays, prophylaxis and fluoride application
- All medically necessary dental services
- Members with special health care needs may receive four preventive visits in a 12-month period

Primary Care Providers (PCP) should perform basic oral screening for all members, remind them of the need for two preventive dental visits a year and perform yearly caries assessments on all children through the age of twenty (20). Members should be referred to a dentist by age one.

Through the NJ Smiles Program, PCPs who access the appropriate training can provide fluoride varnish to the teeth of children through the age of five as a preventive measure against dental caries. [Details are available on our website.](#)



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Importance of Lead Screening

Every child enrolled in Medicaid or NJ FamilyCare, regardless of risk, must be tested at 12 months of age AND again at 24 months of age.

[Click here to learn more about:](#)

- The screening requirements
- The verbal risk assessment
- Lead screening questions
- Our Lead Care Management Program

Risk Adjustment Coding and Medical Documentation

Helpful Tips

- Include patient's name and date of service on each page of the medical record.
- Five+ diagnosis codes for every visit represents "best practice" documentation.
- Document all diagnosis codes to the highest level of specificity.
- Include assessment and treatment plans for each diagnosis (i.e. Assessment: Improved — Treatment Plan — Discontinue Medication).
- Reaffirm and document prior chronic conditions reflected in past visit notes during every visit.
- For each condition noted, documentation must support that the physician Monitored, Evaluated, Assessed/Addressed, Treated (MEAT).
- Include notes on any areas in need of assessment, evaluation or screening.
- Ensure physician signature, credentials, and date are included to authenticate medical record.
- Utilize and provide Clinical Documentation Improvement (CD) alerts from your EMR system.
- Encourage members to visit regularly.
- Submit an encounter form to Aetna Better Health® of New Jersey, even if the member has another primary insurance provider.
- The more information, the better to ensure proper documentation of the medical record.

Proper coding and documentation ensures:

- Appropriate reimbursement
- Accurate claims data
- Increased specificity to identify patients for disease and care management programs
- More comprehensive descriptions of patients' health and conditions

It's a win-win for physicians and health plans.



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Back to School Event – August 27, 11 AM to 3 PM located at Healthcare Central



Aetna Better Health® of New Jersey is hosting a Back to School Health Fair

FREE Backpacks & school supplies

Health screenings for kids and adults including:

- Dental screening
- Eye exams
- Blood pressure
- Glucose

Community Resources

Fun & games for the whole family and more!

Questions call: **1-959-299-3102** (TTY 711).

**Saturday, August 27th
11 AM - 3 PM**

Healthcare Central parking lot on the corner of Springfield Ave and Jones Street

(48A Jones St., Suite C-101 Newark, NJ 07103)

This is FREE and open to all! Children must be present to receive a backpack. School supplies will be distributed on a first come, first served basis, while supplies last.

Face masks are required.

Member Abuse & Neglect

Mandated Reporters

As mandated by New Jersey Administrative Code and New Jersey Statutes Annotated ([N.J.A.C. 8:43G-12.10\(b\)](#), & [N.J.S.A. 52:27D-409](#)), all providers who work or have any contact with an Aetna Better Health® of New Jersey member are required as “mandated reporters” to report any suspected incidences of physical abuse (domestic violence), neglect, mistreatment, financial exploitation, and any other form of maltreatment of a member to the appropriate state agency.



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Children

Providers must report suspected or known child abuse and/or neglect to the Division of Child Protection and Permanency (DCP&P) and, if relevant, the law enforcement agency where the child resides. Critical incidents must be reported if the alleged perpetrator is a parent, guardian, foster parent, relative caregiver, paramour, any individual residing in the same home, any person responsible for the child’s welfare at the time of the alleged abuse or neglect or any person who came to know the child through an official capacity or position of trust (for example: health care professionals, educational personnel, recreational supervisors, members of the clergy, volunteers or support personnel) in settings where children may be subject to abuse and neglect.

If the child is in immediate danger, call 911 as well as **1-877 NJ ABUSE (1-877-652-2873)** or the Division of Child Protection and Permanency (DCP&P) at **1-800-792-8610**.

Vulnerable Adults

Providers must report suspected or known physical abuse (domestic violence), neglect, maltreatment and/or financial exploitation of a vulnerable adult immediately to one of the following State agencies:

- The National Domestic Violence Hotline at **1-800-799-SAFE (7233)**; or
- The New Jersey Department of Health and Senior Services at **1-800-792-9770**

For members age 60 or older living in a long-term care community, providers may report verbally or in writing to the New Jersey Department of Health (DOH):

- Toll-free at **1-877-582-6995** or in writing via fax at **1-609-943-3479** (Please use the “Reportable Event Record/Report” located on DOH’s website when faxing reports.

State law provides immunity from any criminal or civil liability as a result of good faith reports of child abuse or neglect. Any person who knowingly fails to report suspected abuse or neglect may be subject to a fine up to \$1,000 or imprisonment up to six months.

Reporting Identifying Information

Any provider who suspects that a member may be in need of protective services should contact the appropriate State agencies with the following identifying information:

- Names, birth dates (or approximate ages), race, genders, etc.
- Addresses for all victims and perpetrators, including current location
- Information about family members or caretakers if available
- Specific information about the abusive incident or the circumstances contributing to risk of harm (e.g., when the incident occurred, the extent of the injuries, how the member says it happened and any other pertinent information)

After reporting the incident, concern, issue or complaint to the appropriate agency, the provider office must notify Aetna Better Health® of New Jersey’s Compliance Hotline at: **1-855-282-8272**.

Our providers must fully cooperate with the investigating agency and must make related information, records and reports available to the investigating agency unless such disclosure violates the federal Family Educational Rights and Privacy Act (20 U.S.C. § 1232g).



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Member Abuse & Neglect

Examinations to Determine Abuse or Neglect

When a State agency notifies Aetna Better Health® of New Jersey of a potential case of neglect and/or abuse of a member, our case managers will work with the agency and the Primary Care Provider (PCP) to help the member receive timely physical examinations for determination of abuse or neglect. In addition, Aetna Better Health® of New Jersey also notifies the appropriate regulatory agency of the report.

Depending on the situation, Aetna Better Health® of New Jersey case managers will provide member with information about shelters and domestic violence assistance programs along with providing verbal support.

Emergency Room Criteria

As mandated by New Jersey Administrative Code, emergency room providers are required to examine children for suspected physical abuse and/or neglect and also when placed in foster homes after normal agency business hours. These visits are covered by Aetna Better Health® of New Jersey.

To remain in compliance with N.J.A.C. 8:43G-12.10(b), regularly assigned emergency department staff should attend training or educational programs related to the identification and reporting of child abuse and/or neglect in accordance with N.J.S.A. 9:6-1 et seq.; sexual abuse; domestic violence; and abuse of the elderly or disabled adult.

Examples, Behaviors and Signs

Abuse

Examples of Abuse:

- Bruises (old and new)
- Burns or bites
- Pressure ulcers (bed sores)
- Missing teeth
- Broken Bones/Sprains
- Spotty balding from pulled hair
- Marks from restraints
- Domestic violence

Behavior Indicators of a Child Wary of Adult Contacts:

- Apprehension when other children cry
- Behavioral extremes
- Aggressiveness
- Withdrawal
- Fear of parents
- Fear of going home
- Report of injury by parents

Behaviors of Abusers (Caregiver and /or Family Member):

- Refusal to follow directions
- Speaking for the patient
- Unwelcoming or uncooperative attitude
- Working under the influence
- Aggressive behavior



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Neglect

Types of Neglect:

- The intentional withholding of basic necessities and care
- Failure to provide basic necessities and care because of lack of experience, information, or ability

Signs of Neglect:

- Malnutrition or dehydration
- Un-kempt appearance; dirty or inadequate
- Untreated medical condition
- Being unattended for long periods or having physical movements unduly restricted

Examples of Neglect:

- Inadequate provision of food, clothing, or shelter
- Failure to attend to health and personal care responsibilities, such as washing, dressing and bodily functions

Financial Exploitation

Examples of Financial Exploitation:

- Caregiver, family member or professional expressing excessive interest in the amount of money being spent on the member
- Forcing member to give away property or possessions
- Forcing member to change a will or sign over control of assets

Additional Resources

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Downloads/Survey-and-Certification-State-Agency-Contacts.pdf>

<https://law.justia.com/codes/new-jersey/2019/title-9/section-9-6-1/>