



# AETNA BETTER HEALTH<sup>®</sup> OF ILLINOIS

## Provider Newsletter March 2017

[www.aetnabetterhealth.com/illinois](http://www.aetnabetterhealth.com/illinois)

With questions or concerns, please contact Provider Services at 866-212-2851 "Option 2"





# Comprehensive Diabetes Care Measure (HbA1c, Eye Exam, Nephropathy)

The eligible population is patients 18 – 75 with type 1 and type 2 diabetes who should have the following:

**Diabetic Retinal Eye Exam** – screening every 12 months by an eye care professional to include an Optometrist or Ophthalmologist.

You can help us reduce barriers with members by discussing with your patients:

- The differences between vision screening and a diabetic retinal eye exam
- Significance of early detection and the prevention of vision loss
- Refer patients to MARCH Vision Care to find an in-network eye doctor at 1-844-456-2724.
- For homebound or facility bound members call Canary Telehealth at 866-583-2967 for an in home examination.

**Attention for Nephropathy** – a urine micro/macro albumin test at least every 12 months; or evidence of treatment for nephropathy; current ACE/ARB therapy; or a nephrology office visit within 12 months.

**HbA1c test** – A HbA1c test at least every 12 months and as necessary  
CPT Category II : 3044F, 3045F, 3046F and 3047F

For Providers: Please refer to our website for additional information at [www.aetnabetterhealth.com/illinois/providers](http://www.aetnabetterhealth.com/illinois/providers)

- Members who need transportation assistance can contact Medical Transportation Management (MTM) to set up cost free transportation to and from all doctor’s appointments at 1-888-513-1612.
- If members need assistance with care coordination, please refer them to Aetna Better Health Members Services Department
  - o Integrated Care Program (ICP): 1-866-212-2851
  - o Family Health Plan (FHP): 1-866-212-2851.
  - o Premier Plan (MMAI): 1-866-600-2139
  - o Managed Long Term Care Support and Services (MLTSS): 1-855-849-3201

Member Services Staff is available 24 hours a day, 7 days a week to help.

- Language Interpretation Services are available
- Sign language interpretation services are also available. A sign language interpreter can assist members in the provider’s office. Members must call at least 3 business days in advance to set up this interpretation.
- Specialized interpretation services, such as tactile interpretation requires advanced coordination and must be set up at least 10 business days in advance. These benefits are free.



## Vancomycin Formulary Update

Effective September 1, 2016, the commercially available FIRST<sup>®</sup> Vancomycin oral compounding solution kits were introduced into the formulary for Aetna Better Health of Illinois Medicaid. These kits are available in 25mg/ml and 50mg/ml concentrations and contain pre-measured Vancomycin HCL powder and flavored solution for reconstitution. For the treatment of severe Clostridium difficile (C.diff) infections, oral Vancomycin solution did not have any observed differences in rates of clinical cure, time to clinical cure or incidence of infection related complications when compared to the capsules<sup>1</sup>

The benefits from this formulary addition include:

- No requirement for a pharmacy prior authorization (PA) for Vancomycin oral solution.
  - Vancomycin capsules retain non-formulary status and require a PA for approval
- Preferred route of administration for patients who have a nasogastric tube and/or other feeding tubes. Also convenient for the pediatric and geriatric population
- Simple and a quick reconstitution process for the Pharmacist
- Grape flavored to mask any bitterness and improve taste
- Stable for a longer duration when stored in oral syringes and dosing cups in refrigerated temperatures compared to compounded Vancomycin capsules<sup>2</sup>

For more information please call Member Services at 1-866-212-2851 with questions. For formulary updates, please visit: <http://www.aetnabetterhealth.com/illinois/providers/icp/pharmacy>

## 2017 Medical Records Review

Our Quality Management (QM) Nurse Consultants will be reaching out to primary care providers to schedule an appointment for the 2017 Medical Records Review. Aetna Better Health of Illinois' standards for medical records have been adopted from the NCQA (National Committee for Quality Assurance) Standards and Medicaid Managed Care Quality Assurance Reform Initiative (QARI). You can find Aetna Better Health of Illinois' medical record review criteria in the provider handbook (<https://www.aetnabetterhealth.com/illinois/providers/>).

QM Nurse Consultants will also share best practices on member outreach and engagement, provide quarterly consultative review of HEDIS<sup>®</sup> Gaps in Care reports, and collect supplemental HEDIS data. We're eager to continue to meet and support our providers on their journey to offer quality healthcare and outcomes for our members.

We hope to build on 2016's success and continue to help increase healthcare quality. Based on the results of our 2016 Medical records review, we've also identified opportunities for improvement: advanced directives and individualized treatment plans.

Advance directives allow patients to communicate their medical preferences for treatment and designate a surrogate decision-maker in the event they are unable to make healthcare decisions. Some patients are reluctant to bring up end of life care due to spiritual, cultural, and religious traditions and beliefs. Primary care providers and medical support staff can serve an important role in initiating advance care planning discussions with patients and their family in a culturally sensitive manner.

Medical record standards require documentation of at least one of the following: the presence of an advanced care plan in the medical record, discussion of advanced care planning with the date it occurred, or a notation that member previously executed an advance care plan.

For more information:

<http://www.dph.illinois.gov/topics-services/health-care-regulation/nursing-homes/advance-directives>

Thorough individualized treatment plans include goals with timeframes for achievement and member-identified areas for improvement. An EHR reminder can help you remember to document or update goals with timeframes and to address patient-identified areas for improvement at each visit. Individualized treatment plans help create a collaborative environment and may help members improve their health and wellbeing.

## REMINDER : Impact ID Revalidation Process

Aetna Better Health would like to thank you for your assistance in verifying/completing the HFS IMPACT revalidation process. It is our utmost desire to assist in helping to ensure that providers experience minimal administrative disruptions within their practice, and that we proactively identify/eliminate issues that prohibit members from receiving quality care. In attempt to avoid any adverse activity to your practice, please ensure that you have verified the status of your IMPACT ID and are compliant with all requirements as set forth by HFS to Medicaid practitioners.

## Questions?

Providers with **general questions about IMPACT or provider enrollment** should contact:

Email: [IMPACT.Help@Illinois.gov](mailto:IMPACT.Help@Illinois.gov)

Phone: 1-877-782-5565 (select option #1)

Providers that are **having trouble logging in** to the IMPACT system should contact:

Email: [IMPACT.Login@illinois.gov](mailto:IMPACT.Login@illinois.gov)

Phone: 1-888-618-8078

If you have specific questions as to which provider has been identified to our health plan as one that is at **risk of termination** because of revalidation, please contact the provider services department by using one of the following phone numbers - ICP / FHP 1-866-212-2851 Opt. 2, 5 (or) MMAI 1-866-600-2139 Opt. 2, 5

**For any other further inquiries please contact your assigned Network Account Manager**

## Clinical Practice Guidelines

Aetna Better Health of Illinois is committed to improving safe clinical practice. We use clinical practice guidelines to help practitioners and members make decisions about appropriate health care for specific clinical circumstances.

These guidelines are reviewed and approved annually by our Quality Management/Utilization Management (QMUM) committee. Guidelines recently reviewed include behavioral health guidelines, physical health guidelines, and preventive health guidelines. The QMUM committee includes board-certified physicians in primary care and certain specialties. The guidelines may be found on the Aetna Better Health of Illinois Provider website.

<https://www.aetnabetterhealth.com/illinois/providers/resources/clinical-practice>

## Canary Telehealth- Mobile Diabetic Eye Exams

We are excited to offer to our members who cannot get out of their home or who are facilities bound a mobile diabetic eye exam. Canary Telehealth is able to bring this exam to where our members live. Screening will be done with a mobile retinal digital photography unit. If you have a patient on your panel as diabetic and in need of a yearly eye screening exam they will receive a call from Canary Telehealth a partner with Aetna Better Health of Illinois. You may also refer any homebound members to Canary Telehealth by calling 1-866-583-296 or email at [info@canarytelehealth.com](mailto:info@canarytelehealth.com) subject line: DRE to close a gap in care. If any follow up is needed after this exam an Aetna Case manager will contact your member for assistance. A copy of their exam results will be provided to you the primary care physician by fax. Completing this screening exam your member may be eligible for a \$50.00 incentive once they get all three diabetic screening to include HbA1c, DRE exam and attention to nephropathy.

## City of Chicago Connect4Tots New Text Message Service

Connect4Tots is a text-message service for parents and guardians of toddlers ages 1 to 3 in Chicago. By enrolling, parents and guardians will receive 2-3 free text messages per week with information on their child's growth and development as well as connections to health, education, public service, and event resources in the City of Chicago. To enroll, parents and guardians should text TOTOPT7 to 311311.

Connect4Tots is sponsored by the City of Chicago and University of Chicago Urban Labs. Its purpose is to connect Chicago-area parents and guardians of children ages 1 to 3 with evidenced-based information on their child's developmental milestones and connect them to Chicago-area resources, such as vaccinations and free clinics, public assistance enrollment services, age-appropriate events, and early learning resources. For more information on the program, please contact [Connect4TotsFeedback@cityofchicago.org](mailto:Connect4TotsFeedback@cityofchicago.org).

## Promoting Oral Health Benefits in Primary Care

Oral health assessment goes beyond the oral exam and preventive care education. It includes asking the patient the name of their dentist and when they were last seen. It includes reinforcing the importance of seeing their dentist on a regular basis in addition to problem visits. Aetna Better Health provides dental benefits for all members of all ages within all of our health plans including care for our members who are pregnant or who have special needs.

Our annual preventive dental services include exams, cleanings, fluoride treatments, and x-rays. Other care provided is dependent on the type of plan a member has and based on medical need- such as fillings, root canals, extractions, and dentures.

To help a member find a dentist, they may call DentaQuest at 1-800-416-9185 or [www.aetnabetterhealth.com/illinois](http://www.aetnabetterhealth.com/illinois). For help or other questions, call Member Services toll free at 1-866-212-2851 24 hours a day, 7 days a week. Medicare-Medicaid Members may call Member Services at 1-866-600-2139.

For urgent or emergent dental needs, most dentists have openings built in their daily schedules- a member should call their dentist if they have tooth or gum pain; bleeding; a broken tooth; or other non-trauma problems.

For member transportation assistance, members may call MTM at 1-888-513-1612. One to three days advance notice required. Members should have their appointment information and dental office address at the time they make the call. There is no charge for transportation services.

## SAVE THE DATE

### American Diabetes Association Health and Wellness Expo

Saturday, April 8th, 2017  
10am -3pm  
McCormick Place  
West Building, Hall F2  
2301 S. King Drive  
Chicago, IL 60616

Free, open to the public- register today!  
[diabetes.org/chicagoexpo](http://diabetes.org/chicagoexpo)