



Aetna Better Health[®] of Illinois Provider E-newsletter

Fall 2024

Medicaid providers required to revalidate their enrollment

The Centers for Medicare & Medicaid Services (CMS) requires state Medicaid programs to revalidate all actively enrolled Medicaid providers at least every five years. The Illinois Department of Healthcare and Family Services (HFS) has asked us to let Medicaid providers know they must complete a revalidation process to remain in the program.

Starting in September 2024, all providers will be required to revalidate based on their enrollment date. All providers must complete the IMPACT revalidation process to remain enrolled in Medicaid.

Important notes

- ✓ Revalidation notices will be sent in rolling stages and regular every-five-year revalidation will be ongoing.
Currently enrolled Medicaid providers will receive two email notifications:

90 days and 30 days before their revalidation due date.

- ✓ **Failure to revalidate will result in a provider being removed from Medicaid.** When removed, providers will not be able to bill for Medicaid members.
- ✓ Authorized staff may complete the revalidation on behalf of a provider. Instructions for individuals and organizations are [available here](#).

Need more info?

More information about revalidation — including a list of Frequently Asked Questions — is available from HFS at [HFS.Illinois.gov/Impact](https://www.hfs.illinois.gov/Impact).

Providers who need assistance completing their revalidation may call HFS Provider Enrollment at [1-877-782-5565](tel:1-877-782-5565).

Enrolling in EFT/ERA services

Aetna Better Health® partners with ECHO Health, Inc., for electronic funds transfer (EFT)/electronic remittance advice (ERA) registration services. Providers can enroll in EFT/ERA services on the [Aetna Better Health/ECHO Provider EFT/ERA Enrollment Portal](#).

For your initial payment from ECHO, all providers receive a paper check that includes a draft number. To enroll in EFT/ERA services, ECHO requires a payment draft number and payment amount.

If you have questions about creating your account, updating your info or viewing your payments on the Aetna Better Health/ECHO portal, review the [User Guide](#). You can also contact ECHO directly at [1-800-830-5831](tel:1-800-830-5831).

The Availity portal has resources to support your work.
Create your account today.

Wellness visits: closing the gap for 2024

It's important to get members in for an annual wellness visit. Adult Access to Primary Care (AAP) is the HEDIS® measure for members ages 20 and older who had an ambulatory or preventive care visit in the measurement year.

Providers earn pay-for-performance (P4P) incentives for closing gaps in care, including getting members in for their wellness visit. [Learn more about P4P incentives.](#)

Giving members their best shot against flu

You can help our members be healthier by reminding them to get their yearly flu shot. Flu shots are covered at no cost to Aetna Better Health® of Illinois members.

Key reminders to share about flu shots

- ✓ Getting a flu shot reduces the risk of serious illness and hospitalization from flu.
- ✓ Flu shots help protect others from getting sick, including babies, children and those with serious health issues.
- ✓ Getting a shot by the end of October helps provide protection when seasonal flu activity is at its peak.

We encourage providers to help educate members — especially high-risk members — to get their flu shot to protect against serious illness from the flu. And, remind members they can get their COVID-19 vaccine at the same time.

In addition to their PCP's office, members can get their shot at an [in-network pharmacy](#).

[Learn more about vaccines](#)



Blood pressure monitors

Our members can get blood pressure (BP) monitors to use at home — at no cost— with an order from their provider.

Providers can order a BP monitoring kit — including an appropriately sized cuff — from a Durable Medical Equipment (DME) provider. Follow ICD-10 guidelines to order and include the appropriate diagnosis codes.

If members need a replacement monitor or cuff, contact Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

Helping our members quit smoking

Many smokers want to quit but need extra support. Our health plan covers smoking cessation resources such as:

- Prescription medications
- Nicotine gum, lozenges and patches
- Counseling services

We encourage members to talk to their PCP if they need support with quitting smoking or need a prescription. They can also call our Member Services to connect with a case manager for extra support. The CAHPS survey asks members how often their provider discussed medication or other strategies for quitting smoking or using tobacco.

Resources for providers

The University of Illinois Chicago offers resources for providers to support smoking cessation through the [Illinois ADVANCE program](#).

This includes helping Illinois Medicaid prescribers make evidence-based prescribing decisions for their patients. [Schedule a one-on-one visit here](#).

Illinois ADVANCE also offers [continuing medical education \(CME\)](#) on smoking cessation. This free CME offers .5 contact hours for physicians, physician assistants and nurse practitioners.

Your Provider Manual

The Aetna Better Health® of Illinois Provider Manual has info you need to work with our health plan. Find it in the Resources section of our website.



Marilyn Griffin,
MD, DFAPA, DFAACAP

Behavioral health in focus

The National Alliance for Mental Illness (NAMI) offers an innovative approach to mental health support in the western suburbs of Chicago. The NAMI [Living Room Program](#) offers free mental health services and support, 365 days a year, at these locations.

Walk-in support is available to anyone 18 and older who feels scared, anxious, angry, sad or just needs someone to talk to. Each location has a full-time clinician on staff, supported by certified recovery support specialists who can also assist with housing, life skills, employment and other services.

Living Room locations

4731 Willow Springs Rd., LaGrange, IL

7602 63rd Street, Summit, IL

[Learn more here](#)

New mental health app for teens

Soluna — a mental health app for teens 13-17 — is now available at no cost to Aetna Better Health® of Illinois members. Benefits include:

- **Personal coaching:** An on-call team of licensed counselors
- **Self-help tools:** Interactive content and features
- **Community forums:** Peer-to-peer connection
- **CareNavigation:** Free, immediate help finding local resources

The Soluna app is available via [Google Play](#) and the [App Store](#). Visit [SolunaApp.com](#) to learn more.



HEDIS® focus: APM

Providers are encouraged to monitor children on antipsychotic medications for metabolic health complications such as weight gain and diabetes.

Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) is the HEDIS® measure that looks at the percentage of children and adolescents 1–17 years of age who had two or more antipsychotic prescriptions and had both of the following in the measurement year:

- At least one test for blood glucose (blood glucose test or HBA1c test); and
- At least one cholesterol test

Providers should routinely refer members on an antipsychotic medication to have their blood glucose or HbA1c, LDL-C or cholesterol drawn at least annually.

- Use NCQA coding tips to actively reflect care rendered.
- Follow up with patient's parents to discuss and educate on lab results

[Get our APM tip sheet](#)

For assistance finding a provider to refer for mental health treatment, use our provider directory or call Aetna Better Health of Illinois at [1-866-329-4701](tel:1-866-329-4701).

The Healthcare Effectiveness Data and Information Set (HEDIS®) is a registered trademark of NCQA.

OTC benefits for members

Our members get a \$25 monthly allowance to spend on over-the-counter (OTC) health care products and food essentials. Members can use each month's allowance toward OTC items such as:

- Baby care items
- Pain relievers
- Cold, cough and allergy remedies
- Vitamins and minerals
- Certain food staple items

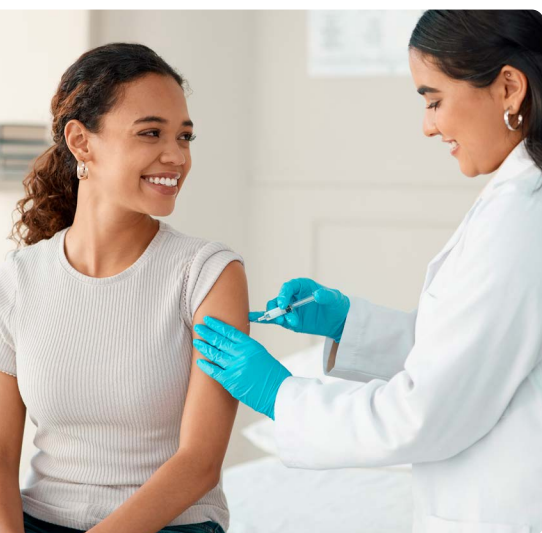
Members can pick up their OTC items at a CVS Pharmacy® or order online or by phone.

[Learn more](#)

Connecting for value-based care

Aetna Better Health® of Illinois held our first Value-Based Care Summit in late July. Several providers in valued-based care (VBC) agreements joined our team in Chicago to discuss how we can work together to drive better health outcomes, improve patient experiences and promote cost-effective care.

Learn more about the benefits of our VBC program [here](#).



Recommending HPV vaccination

Human papillomavirus (HPV) is a common virus that can cause cancers later in life. According to the CDC, about 13 million Americans, including teens, become infected each year. The CDC recommends two doses of HPV vaccine at ages 11–12. HPV vaccination can be started at 9 years old. Children who get the first dose before their 15th birthday need only two doses. Teens who get the first dose on or after their 15th birthday need three doses.

Make HPV vaccine a key part of your immunization focus for adolescents. **The CDC encourages health care professionals to recommend it in the same way and on the same day as other vaccines for adolescents.**

Reminder: HPV vaccination is part of the Immunizations for Adolescents (IMA) HEDIS® measure, which includes:

- At least two HPV vaccines on or between the member's 9th and 13th birthdays and with dates of service at least 146 days apart.
- OR at least three HPV vaccines, with different dates of service on or between the member's 9th and 13th birthdays.

[Get our IMA tip sheet](#)



Doula program supports maternal health

Aetna Better Health® of Illinois works with Mae, a digital health solution to support pregnant members physically and emotionally. Members can connect with Mae for pregnancy health tracking and local doula support from a trained professional during labor, delivery and the postpartum period.

Doulas — working in partnership with the member’s OB/GYN, midwife or primary care provider — are known to positively impact birth outcomes and experiences. They provide general education and guidance including:

- Birth plan creation
- Emotional support
- Fitness and nutrition advice
- Labor and delivery options
- Breastfeeding guidance
- Support transitioning home
- Partner and sibling support

Members can get started with Mae at JoinMae.MeetMae.com.

Pay-for-Performance Program

Our Pay-For-Performance (P4P) Program rewards providers who perform recommended services for key HEDIS® measures.

Providers can now earn flat-rate incentives for closing gaps such as cervical cancer screening, postpartum care, timeliness of prenatal care and for follow up after ED visits for alcohol and mental illness and hospitalization for mental illness.

[See P4P incentives](#)

Provider Summits

We offer quarterly Provider Summits to keep you updated on working with our health plan. Upcoming summits will be offered on these dates:

- December 5
- December 12

[Register here](#)



Together, we make a difference

Improving member engagement and satisfaction

Aetna Better Health® of Illinois wants to work with you to enhance member satisfaction and engagement. It's important to members that their provider spends enough time with them, listens, shows respect and explains things well.

When our members seek care, here are a few ways to help improve their experience:

- ✓ **Respect:** Each member of your team has a role in supporting our members. From the staff members who greet them when they arrive — to the providers who deliver their care — each one can provide members with respectful service.
- ✓ **Time:** Spending quality time with each member is an important part of delivering care. Try to take your time during each appointment to ensure that members feel welcome and supported.
- ✓ **Explaining:** Health care can be confusing for those who aren't familiar with medical terminology. You can help our members understand their health care info by using simple terms to explain things about their care.
- ✓ **Listening:** You can ensure that members feel their concerns are heard. By sitting down with them during the visit, making eye contact and listening carefully, the member will know you're paying attention and are engaged.

We appreciate the work you do to make our members feel supported and encouraged in their health journey.

Get our latest notices

We need your latest W-9

We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. [Complete your updated W-9 electronically here.](#)

Submitting your rosters

In-network providers can use our email inbox ABHILProviderUpdateRequests@aetna.com to submit rosters, demographic updates and other info. Use the updated Universal IAMHP Roster Template provided by the Illinois Association of Medicaid Health Plans.

Orientation for new providers

Help new providers get the resources they need to work with our plan. Join an upcoming orientation session. [Find orientation dates.](#)



Find your Provider Relations rep

We're here to help



Email

ABHILProviderRelations@aetna.com



Phone

[1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701)

Monday through Friday
8:30 AM to 5:00 PM



Online

AetnaBetterHealth.com/Illinois-Medicaid/Providers

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