



Aetna Better Health of Kansas KanCare Provider Partners

Delivering Healthy Outcomes

ProgenyHealth Overview

November 2023

State approved 9/26/2023



Aetna Better Health
of Kansas



Agenda

- ProgenyHealth Introduction Video
- Points of Contact
- Utilization Management (UM)
 - Notification and Determinations
 - Peer-to-Peer and Appeals
 - Transition Cases
 - Transfers and Readmissions
- Case Management (CM)
 - CM Program Overview
 - Facility Collaboration



Founded by a
pediatrician
Dr. Ellen Stang
in 2003



<https://www.youtube.com/watch?v=X8qTt4nDze8>



Aetna Better Health
of Kansas



ProgenyHealth Introduction

Beginning **December 5, 2023**

ProgenyHealth will begin Neonatal Care Management Services for **Aetna Better Health of Kansas** **KanCare Medicaid Members**



ProgenyHealth Contact Information

- ProgenyHealth Main Number: **1-888-832-2006**
- Secure fax (Aetna Better Health of Kansas Kan Care specific): **1-888-767-0398**
- UM Email: **ABHKS-UM@progenyhealth.com**
- CM Email: **ABHKS-CM@progenyhealth.com**

Direct contact information for the ProgenyHealth UM and CM Nurses will be provided once assigned to a member admitted to your facility.



UM Notification and Determinations

- Notification of Neonatal Intensive Care Unit (NICU) admission, initial clinical, and concurrent will be sent via fax to ProgenyHealth's secure fax # 1-888-767-0398 dedicated to Aetna Better Health of Kansas Kan Care beginning [Go-live date here].
 - Please include with every notification for eligibility verification:
 - ✓ Mother's name
 - ✓ Mother's date of birth
 - ✓ Mother's ID number
 - ✓ Infant ID number if known
 - ✓ Your facility NPI #
 - ✓ The attending Physician NPI #

ProgenyHealth will follow all current Aetna Better Health of Kansas processes and timeframes that are currently in place for notifications and determinations

UM Notification and Determinations

○ ProgenyHealth will fax facility-specific daily determination log

- Days approved
- Levels of Care (LOC)
- Next Review Date (NRD)
- Information needed with next review to support continued inpatient stay
- Client Authorization Number

Progeny’s unique identifier will include the letters xxxxxx followed by KS and an 8-digit value.

- Example:

Auths are initially created under mom’s enrollment until baby becomes eligible for Aetna coverage.

Client Logo Here



Daily Determination Details (SAMPLE)

Plan specific tags lines if preferred.

Hospital: Hospital Phone:	Nurse: ProgenyHealth Nurse Nurse Phone: 1-888-832-2006 Progeny Fax: 1-888-XXX-XXXX
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Patient Full Name	Admitted	Discharged	Description
Baby A Test (A) DOB: 2/7/2022 ProgenyHealth Case ID: UM01 Hospital Medical Record Number: N/A Client Authorization Number: N/A Next Review Date: 2/15/2022 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2022		Days Reviewed: 2 02/07/2022 - 02/08/22 Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4 Days Reviewed: 3 02/09/2022 - 02/11/2022 Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3



Aetna Better Health of Kansas



UM Peer-to-Peer and Appeals

- ProgenyHealth will follow all current Aetna Better Health of Kansas KanCare processes and timeframes that are currently in place for Peer-to-Peer requests
- Verbal notification of Peer-to-Peer process is provided at time of denial notification, and denial letters are mailed
- Peer-to-Peer may be requested with a ProgenyHealth Medical Director by calling 1-888-832-2006 and follow the Physician Advisor prompt and directions. ProgenyHealth will schedule a time with a ProgenyHealth Medical Director and facility Physician/representative to discuss inpatient cases as needed
- If denial determination is upheld, providers should follow Aetna Better Health of Kansas' appeal process



UM Transition Cases

- Infants receiving NICU LOC who were admitted prior to [Go-live date here] and remain inpatient on [Go-live date here] will transition to ProgenyHealth for continued medical management
- All concurrent stay reviews (CSR) and discharge summaries should be faxed directly to ProgenyHealth at 1-888-767-0398 on the assigned next review date.



Patient Full Name	Admitted	Discharged	Description
Baby A Test (A) DOB: 2/7/2022 ProgenyHealth Case ID: UM01 Hospital Medical Record Number: N/A Client Authorization Number: N/A Next Review Date: 2/15/2022 Next Review Notes: Please provide updates on weight, bed type, resp, FEN, meds, and social/discharge needs	2/7/2022		Days Reviewed: 2 02/07/2022 - 02/08/22 Requested Level of Care: Level 4 Approve: As Requested Reviewed Level of Care: Level 4
			Days Reviewed: 3 02/09/2022 - 02/11/2022 Requested Level of Care: Level 4 Approve: Per Physician Reviewer Reviewed Level of Care: Level 3

- Updated authorization # for transition cases noted here



UM Transfers and Readmissions

- ProgenyHealth will manage infants transferred from the NICU to another acute care facility under the guidance of Aetna Better Health of Kansas Kan Care current rules for higher, lateral and lower level of care transfers
- ProgenyHealth will manage elective and emergent readmissions for all infants managed by ProgenyHealth for their initial NICU admission if readmitted within the first year (12 months) of life
- Aetna Better Health of Kansas will reroute readmissions to ProgenyHealth as applicable



CM Program Overview

Partnering with Aetna Better Health of Kansas, ProgenyHealth offers caregivers telephonic CM services

- Families will have a dedicated Case Manager who provides support and education
- Following notification of NICU admission, ProgenyHealth outreaches caregivers for early inpatient engagement to evaluate Social Determinants of Health and barriers to a safe discharge home
- ProgenyHealth Case Managers will continue to follow members for the first year(12 months) post NICU discharge
- ProgenyHealth Case Managers, Social Workers and Care Coordinators assist members with identifying support and utilize national and local community resources
 - Identifying PCP
 - Behavioral health support
 - Lactation services/obtaining breast pump
 - Transportation resources

CM Facility Collaboration

- ProgenyHealth will collaborate with facility CM/Discharge planner/Social Worker for infants with anticipated discharge needs, complex medical care or considerable social situations
- ProgenyHealth encourages caregivers to utilize facility resources such as in-person lactation consultants, CM or Social Work support available while infant remains inpatient
- Prior Authorizations will continue to be submitted to Aetna Better Health of Kansas for discharge needs. ProgenyHealth can assist facilities with identifying in-network Durable Medical Equipment, home care and providers

Questions?

Thank you!

