



FAX

To: All Aetna Better Health of Louisiana Providers

Date: October 17, 2019

Provider Notification: Members Scheduled to Lose Coverage October 31

Aetna Better Health of Louisiana has been advised by the Louisiana Department of Health that certain members are scheduled to lose coverage on October 31, 2019. You are receiving this notification because you were the last provider to submit a claim for a member who falls in this category. Aetna Better Health of Louisiana would like to provide you with an opportunity to review the list of members in advance of their coverage loss and outreach to them regarding any follow up or other visits scheduled beyond their coverage termination date of October 31, 2019.

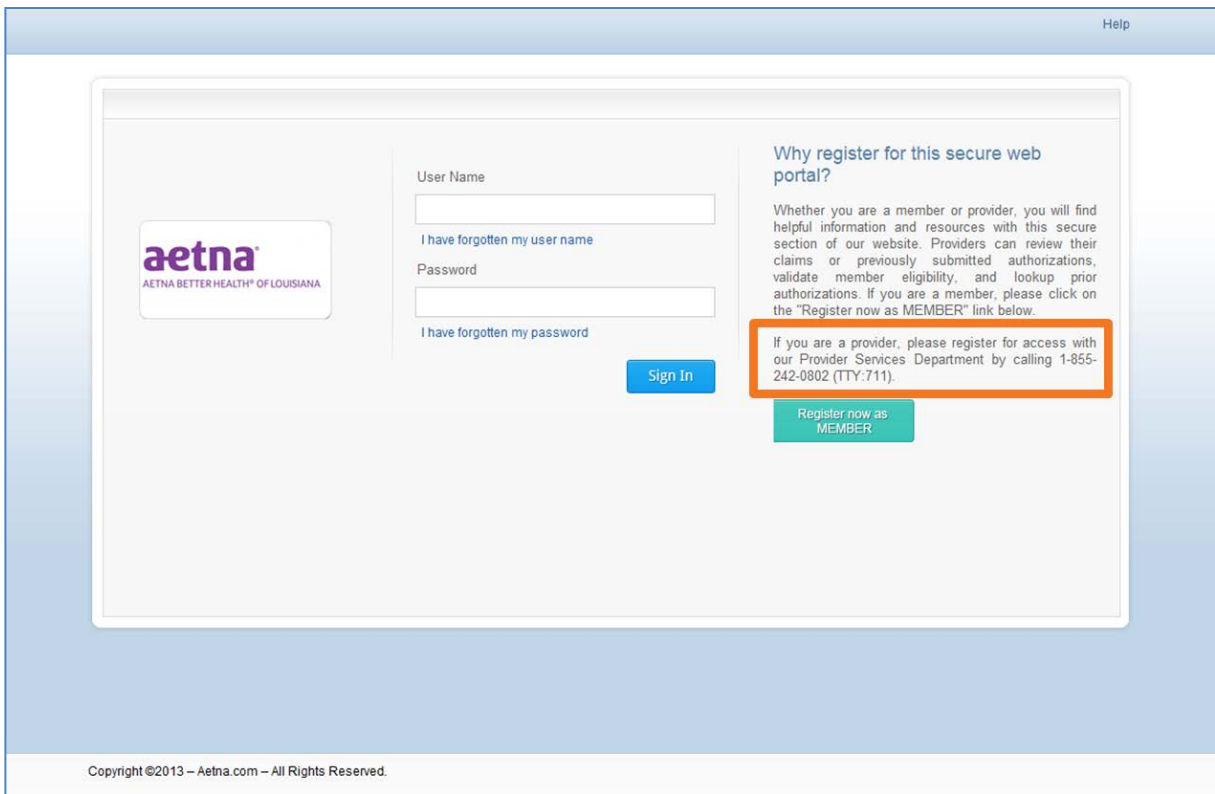
Steps for renewal:

1. For a step by step guide on renewing online, go here: www.ldh.la.gov/howtorenew. This helpful guide also shows members how to create an account and link a case to their account if they need it.
2. Renew online at myMedicaid.la.gov. The online renewal option is available 24-hours a day, seven days a week.
3. Online is the best way to complete a renewal, but members can renew over the phone by calling the toll-free Medicaid hotline at **1-888-342-6207**. The hotline hours are Monday through Friday from 8 a.m. to 6 p.m. The hotline does have high call volumes that can cause long wait times. Monday is the busiest day, so we suggest calling on a different day.

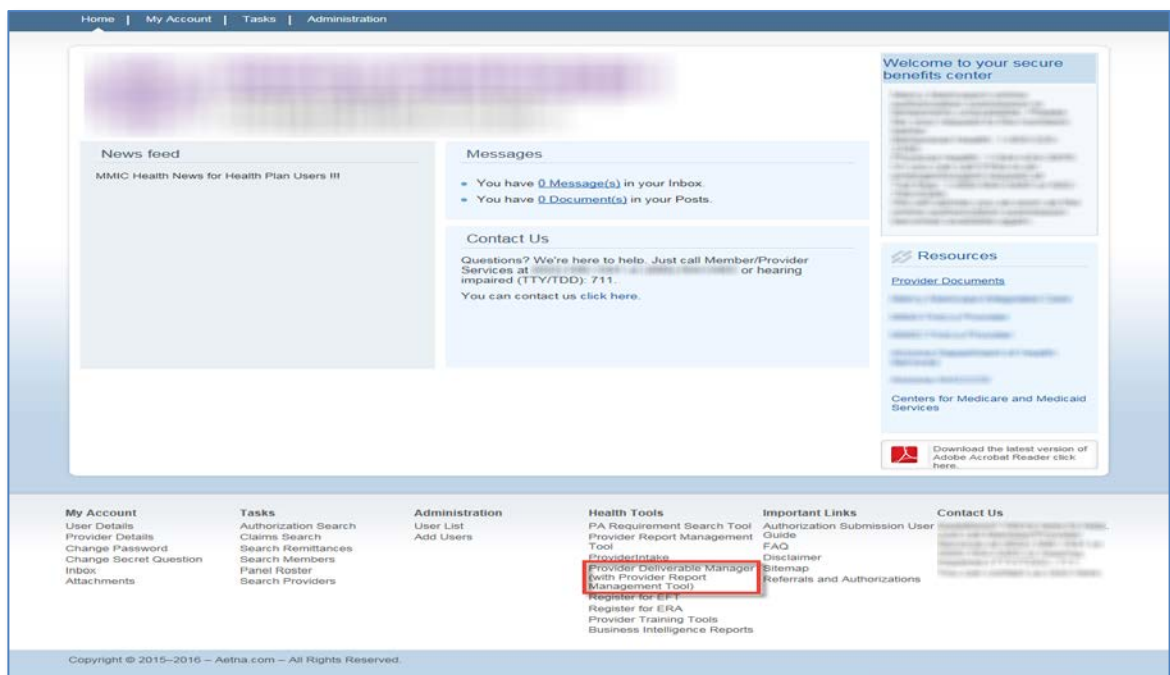
Please be advised, members are also being called, but we would like you to have this information as well. To make your review easier, Aetna Better Health of Louisiana has added a spreadsheet of your members to our Medicaid Web Portal for download.

[Here are steps and screenshots to assist you in downloading the spreadsheet of members you have recently seen for services.](#)

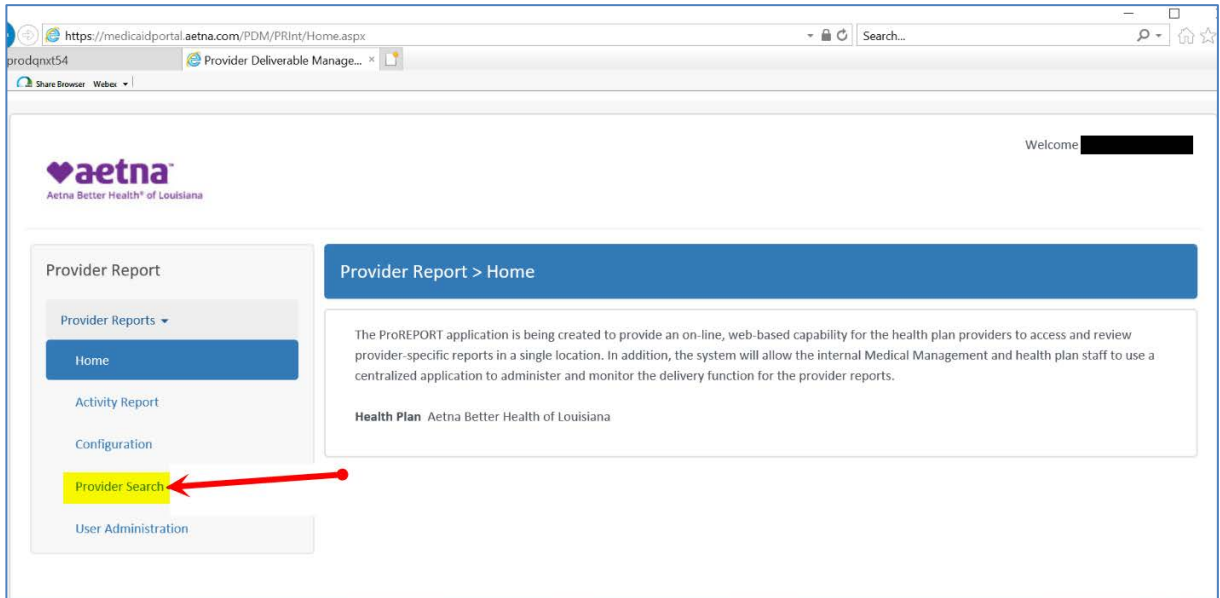
1. Log on to the Aetna Medicaid Web Portal (MWP) here:
<https://medicaid.aetna.com/MWP/login.fcc?TYPE=33554433&REALMOID=06-8b99ae55-7f0b-42c8-bb2c-ad6a6000c7ee&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=fu7vjolaVLRUm8F8c57eMKDW0GJYwyxWvgo6D3jEmT07JFDDMWMiWaTz9KkqdVTB&TARGET=-SM-https%3a%2f%2fmedicaid%2eaetna%2ecom%2fMWP%2flanding%2flogin>



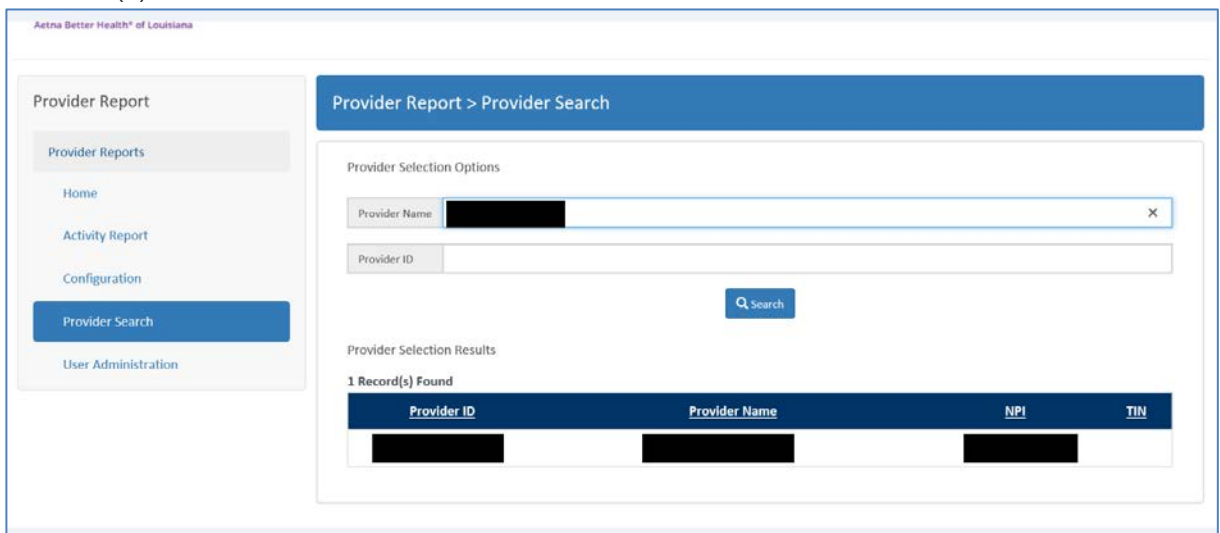
- a. If you do not have an Aetna MWP account, please visit <https://www.aetnabetterhealth.com/louisiana/providers/portal> to begin signing up for access to Aetna's MWP.
2. Once inside the portal, select "Provider Deliverable Manager (with Provider Report Management Tool)" from the Health Tools section.



- When you have selected that link you will see this page. Select "Provider Search" from the left toolbar.



- At this point your Group or Individual Name (depending on how your MWP account is set up) can be entered to show. Select the report under the "Record(s) Found" section.



- Report options for download. Download Report Type “Member Outreach Report”.

- Report view.

FileName	MemID	CarrierMemID	MemberName	Age	Gender	Language	Ethnicity	EffDate	TermDate	Member
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Any questions or concerns, please contact Aetna Better Health of Louisiana Provider Relations by calling 1-855-242-0802, and following the prompts.

Thank you,

Aetna Better Health of Louisiana