

# Provider Newsletter

Spring 2025



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## Pediatric eConsults available for education- based insights

Aetna Better Health Kids launched a no-cost program with the leading eConsult platform RubiconMD, connecting you to a variety of pediatric specialists via eConsult.

eConsults are asynchronous conversations between a primary care team and specialist. They can help optimize patient care plans and improve access to specialty care. Today, CHIP providers can submit eConsults for many specialties relevant to your patients including:

- Cardiology
- Dermatology
- Endocrinology
- Hematology/  
Oncology
- Psychiatry

There is no charge to the patient or practice for submitting an eConsult.



**It's easy to get started:** The first step is getting set up with a RubiconMD eConsult account. Once you have an account, after meeting with an Aetna Better Health Kids member and deciding an educational e-consult with a pediatric specialist is needed, you can submit an eConsult.

A top-tier trained and board-certified specialist will receive your eConsult submission, review the case, and write a detailed response. Once you receive valuable insights to help inform your patients' care, you may choose to incorporate the recommendation into the care plan.

If a specialist referral is still medically necessary after the eConsult, you may make a referral to one of Aetna Better Health Kids network specialists.

**For questions or to set up an account:**

Please reach out to your provider relations department via email at [ProviderRelationsPA1@AETNA.com](mailto:ProviderRelationsPA1@AETNA.com) or email [victoria@rubiconmd.com](mailto:victoria@rubiconmd.com) for more information.

## Provider billing requirements

Below are some tips on how to bill properly to allow for appropriate adjudication and to avoid potential denials and payment retractions:

### Referring provider

- The referring provider is required on the following provider types: 01; 03; 05; 06; 08; 09; 23; 24; 25; 28; 29; 30; 31 & 33.
- The referring and/or the ordering provider is always required for DME providers and claims with drugs being billed.
- If a referring provider is required, then it should be submitted on Box 17 and 17a & 17b.
- If a referring provider is submitted, they should be registered in PROMISe.
- If a referring provider is not required, then it should not be billed.

### Rendering provider

- When registered as a group, all professional claims require a rendering provider except for these provider types 05; 06; 08; 24; 25; 26; 28; 29; 30; 47; 55.
- The rendering provider should be submitted in Box 31; TXNY Box 24J with ZZ modifier & NPI box 24J NPI field.
- When registered as an individual, the rendering provider is not required and does not need to be submitted.

### Provider registration

- Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, ALL Medicaid and CHIP providers who render services for Medicaid or CHIP beneficiaries, are required to be enrolled with DHS and have a valid PROMISe Identification Number (PROMISe ID) for each service location at which a provider operates.



# Check out our Enhanced Benefits ♥



**We're adding benefits all the time!**  
Scan the QR code to find out what's new and to learn more about the benefits listed below.



## ONLY for Aetna Better Health® Kids members!



### OTC Benefit

Get \$30 in OTC products every month for each member and delivered at no cost



### Medication Lockbox

Keep medications safely locked away from kids



### Medically Tailored Meals

Delivered by MANNA to members with certain conditions



### Kids' Sports Physical

No cost sports physical exam



### Enhanced Vision Benefit

\$180 off fashion frames



### Enhanced Dental Benefit

Crowns that look like real teeth



### Transportation by Modivcare

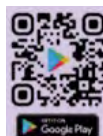
No cost rides to medical appointments



### Pyx Behavioral Health & App

Connects kids to tools and activities that can support their behavioral health

## Scan the QR codes to download the apps



### OTC App

**Place your order today!**

- View your current balance.
- Scan items to confirm eligibility.
- Checkout with digital barcode.
- Find the nearest CVS location.



### Modivcare App

Use the app to book a ride for your doctor visit and manage trips from a smartphone.



### Pyx App

Find companionship, humor, and empowering wellness activities for loneliness, anxiety and motivation.

## Provider data submission best practices

When submitting requests to update data via:  
[PAabhproviderrelationsmailbox@AETNA.com](mailto:PAabhproviderrelationsmailbox@AETNA.com)

In the email subject line, include:

- The state abbreviation (i.e., PA)
- TIN (if group)/group name (if multiple providers)
- Provider NPI/provider name (if one provider)
- Action (Add/Term/Update)

This will ensure proper routing and updates are made correctly when rec'd within general mailboxes.



## Pennsylvania State of the Union Address



### **The Pennsylvania State of the Union**

on Latino Health held in Harrisburg was a landmark gathering for those dedicated to advancing equity in Latino communities. The day was highlighted by robust discussions on policy, health innovation, and community engagement, setting a dynamic tone for collaborative progress.



Aetna proudly sponsored the event, underscoring our steadfast commitment to health equity and community outreach. Members of the Aetna team were involved in the day including, Dr. Fernandez, Aetna Chief Medical Officer. Dr. Fernandez played an integral role in the event by guiding a conversation among distinguished thought leaders. This collective effort truly demonstrated the power of collaboration in addressing health disparities and advancing care for Latino communities.



## Be more efficient with Availity: Join our provider portal

Have you joined our Provider Portal, Availity? With Availity, you can more easily support your patients – our members. Availity has made it easier for you to:

- Submit appeals and grievances.
- Submit prior authorizations and check their status.
- Submit and check up on claims.
- Plus, more!

If you are already registered in Availity, you can simply select Aetna Better Health from your list of payers to begin accessing the portal and all of the above features. If you are not registered, we recommend that you do so immediately.

If your organization isn't registered with Availity, get started today at [Availity.com/provider-portal-registration](https://Availity.com/provider-portal-registration).



## Live webinars for Availity portal users

Once you're registered, sign in at [Apps.availity.com/availity/web/public.elegant.login](https://Apps.availity.com/availity/web/public.elegant.login). The Availity Learning Team offers regularly scheduled live webinars on a variety of topics including:

- Prior authorization submission and follow-up training
- Navigating the attachments dashboard and workflow options
- Resources and tips for new administrators on Availity
- Use Availity portal to submit professional claims
- Availity claim status

## Tips for finding live webinars.

- In the Availity Portal, select Help & Training > Get Trained to open your ALC catalog in a new browser tab.
- In the ALC catalog > Session's tab, browse or search by webinar title and look for Live Webinar and the date.

You can also scroll the months using Your Calendar in the top left of the page.

After you enroll, watch your email inbox for confirmation and reminder emails with information to join and downloadable iCal options.



## Download our latest Quick Reference Guide

Our [Quick Reference Guide](#) provides a detailed list of all of our key contacts. It is a vital resource for when you need to contact Aetna Better Health of Pennsylvania.

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## Provider Reimbursement and Operations Management Information System ID

### (PROMISe ID)

Make sure you're properly enrolled with the Pennsylvania Department of Human Services Department as a CHIP provider. Claims will be denied for providers who do not have an active PROMISe ID.

[Learn more.](#)





## Grievances submitted by providers

When filing a grievance on behalf of a member, please refer to Chapter 14 of our Provider Manual: Member Complaints, Grievances and DHS Fair Hearings Overview. Providers can file a grievance on behalf of a member if the member provides their consent in writing to do so. Requests received without the written consent are not eligible for review.

Aetna Better Health Kids Complaint, Grievance & Appeal Department will mail the member a consent form. If the form is not returned by the member within 25 calendar days, the request will be closed as ineligible for review.

If you have any questions regarding this process, please contact your Provider Experience Representative.

## Reminder when submitting an appeal

When submitting an appeal to Aetna Better Health Kids, please include:

- The claim being appealed
- A letter stating the reason you feel the claim was not paid accurately
- Documentation to support the statement. The documentation should be relevant to the statement. If the relevant information can't be extracted from the records, the provider should include the page numbers for us to review.

Following these simple steps will make the appeal process run smoothly and help get a quicker resolution to the appeal.



# Complaints, grievances and appeals address reminder

There is a different address for member CGA and a different provider CGA address.

## Members appeals

### Aetna Better Health® Kids

Complaints, Grievances and Appeals  
PO Box 81139  
5801 Postal Road  
Cleveland, OH 44181

## Provider appeals

### Aetna Better Health® Kids

Complaints, Grievances and Appeals  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181

Reach us here if you prefer to email or fax:

[PAMedicaidAppeals&Grievance@ Aetna.com](mailto:PAMedicaidAppeals&Grievance@Aetna.com)

Fax: **860-754-1757**

## Prior authorization, concurrent review and retrospective review criteria

We use the MCG® criteria to ensure consistency in hospital-based utilization practices. The guidelines span the continuum of patient care and describe best practices for treating common conditions. The MCG are updated regularly as each new version is published. Copies of individual guidelines are available for review upon request.



You can request a copy of the Medical Necessity Criteria by sending a written request via fax to **877-363-8120** or by mail to:

### Aetna Better Health Kids

Attn: Medical Management Department  
PO Box 818047  
Cleveland, OH 44181-8047





## Join us in the community

**Event date: 4/12/2025** | Organization: Villa's Health & Wellness

Event Name and Description:

### **Spring Festival**

Health care and various vendors will be present for this family event held at the Saxton Firehall. Several vendors will attend, along with games, food, and prizes.

Event Location: **504 8th St., Saxton, Pennsylvania 16678**

Time: **10 AM - 3 PM**

**Event date: 4/26/2025** | Organization: ENON

Event Name and Description:

### **Know Your Numbers**

Health and Wellness point-of-care metabolic screenings will be provided, followed by a full panel screening from LabCorp. Results will be available in participants' portals by mid-week after the event. The day also includes screenings for peripheral artery disease, depression, HIV, hepatitis C, colon cancer, among others. All services are free of charge to participants.

Event Location: **2800 Cheltenham Avenue, Philadelphia, Pennsylvania 19150**

Time: **8 AM - 4 PM**



**Event date: 5/3/2025** | Organization: Lebanon Family YMCA

Event Name and Description:

**Healthy Kids Day**

Community event with activities for families and children.

Event Location: **201 North 7th Street, Lebanon, Pennsylvania 17046**

Time: **10 AM - 2 PM**

**Event date: 5/9/2025** | Organization: Indiana County Support Community Program

Event Name and Description:

**Mental Health Carnival**

Connecting and Thriving Mental Health Carnival for families and children

Event Location: **750 S. 6th St, Indiana, Pennsylvania 15701**

Time: **3 PM - 6 PM**

**Event date: 5/10/2025** | Organization: CSG Psychiatric Rehabilitation

Event Name and Description:

**2025 Mental Health Awareness Festival**

Community Event; Lebanon County Mental Health Awareness Festival

Event Location: **718 Poplar Street, Lebanon, Pennsylvania 17042**

Time: **10 AM - 1 PM**

**Event date: 5/17/2025** | Organization: Three King Foundation

Event Name and Description:

**Strong Walk**

Walk for pediatric cancer awareness

Event Location: **30 North Lansdowne Avenue, Lansdowne, Pennsylvania 19050**

Time: **11 AM - 2 PM**

**Event date: 5/17/2025** | Organization: YMCA Camp Curtin

Event Name and Description:

**Better Breathing for All World Asthma Day Health Fair**

Dental Screening will be provided from ABH Kids

Event Location: **2135 North 6th Street, Harrisburg, Pennsylvania 17110**

Time: **10 AM - 2 PM**





**Event date: 6/6/2025 and 6/7/2025 | Organization: MOM-N-PA**

Event Name and Description:

**MOM-N-PA (annual 2-day Dental Clinic)**

RV and screening for community event

Event Location: **1280 Pennsylvania Highway 315, Plains Township, Pennsylvania 18702**

Time: **6 AM - 3 PM**

**Event date: 6/14/2025 | Organization: APM**

Event Name and Description:

**Festival de la Cana**

Community Festival

Event Location: **6th St. & Susquehanna , Philadelphia, Pennsylvania 19140**

Time: **12 PM - 4 PM**

**Event date: 6/21/2025 | Organization: NAMI Dauphin**

Event Name and Description:

**Stomp out Stigma**

Community event walk for families and children.

Event Location: **City Island, Harrisburg, Pennsylvania 17101**

Time: **9:30 AM - 2 PM**

