

Aetna Better Health[®] of West Virginia Provider Bulletin

Volume 4,

February 28, 2020

A Message from Kathy Szafran Executive Director, Mountain Health Promise Aetna Better Health of West Virginia

It was great connecting with many of you during the Virtual Office Meeting a couple of weeks ago. I appreciated the emails and the notes of support I have subsequently received. As we get closer to March 1, "Go Live", I want to be sure we have fulfilled our promise to provide you with the information you need to serve our MHP members.

For the past 3+ months we have been working diligently in preparation for this truly unique initiative. During this time, we have sought the input of multiple stakeholders including foster children, their families, providers, government officials and multiple community organizations among others. We have benefited from the advice received from our partners. Many of the recommendations that were offered have been incorporated into our final program design. We appreciate this input and will continue to seek stakeholder advice as MHP evolves.

Throughout this process our goal has been to get to you real time information that YOU need to assist with the transition from straight Medicaid, to Aetna, Mountain Health Promise. Additionally, we wanted the benefit from your knowledge, experience and insight on how best to serve our MHP members.

You are an incredible community of caring and compassionate providers. Each of you are here for the right reasons and have dedicated your lives to the children and youth we serve. Your partnership is essential to the success of MHP.

Now that we are ready to "Go Live", the real work before us begins... to improve the lives and opportunities for our state's foster children, their families and our communities. I have no doubt that working together, we can and will exceed all our expectations.

Thank you for your support and partnership. I look forward to working with each of you!

My best,

Kathy

Provider Guidance /Instruction

Last week you should have received a message from Sarah White, our Provider Relations Manager including three resource documents:

- A Billing and Claims FAQ
- Residential UM FAQ
- Children's Residential Admission Form

These documents provide further instruction on matters related to MHP and your Aetna network participation. If you / your staff have not reviewed these materials, we encourage you to do so. If you need another set of the documents please contact Sarah White directly, (SEWhite@aetna.com).

MHP Membership Information

Membership Projections

- Aetna's projected MHP Membership
 - Based on the initial enrollment file from the State 20,404 members
 - SED – up to 500 members over the next year

Membership Cards

- Aetna will be issuing membership cards within 5 days of enrollment
- The membership cards will be sent to the member's current address provided to us by the State
- Providers will have access to look up membership information by calling 1-888-348-2922 or viewing on the provider portal (please contact your Provider Relations Associate for instruction on accessing the portal)
- See below... copy of the Aetna MHP Membership Card



Eligibility Verification

- To verify member eligibility, you can contact Aetna Better Health of WV at 888-348-2922 or log on to the provider portal.
- If there is an issue or confusion regarding Foster Care eligibility, please contact Aetna Better Health of WV at 888-348-2922 first. The State change center at 877-716-1212, the member's case worker or the member's care manager can also assist.

Aetna Contact for Membership Questions

- Questions related to Aetna MHP membership should be directed to the Member Services Department of Aetna Better Health at 888-348-2922.

We trust you and your staff will find these instructions helpful. If you have questions regarding these instructions or other matters related to your Aetna participation feel free to contact Sarah White, our Provider Relations Manager (304-348-2089, SEWhite@aetna.com).

Virtual Office Chat Sessions

Aetna's Virtual Office Chat Sessions are held every Friday from 9 AM to 10 AM. Our next call is scheduled for Friday, March 6. This will be our first call following the March 1, implementation of the Mountain Health Promise program. We want to reserve this time to address any questions, comments you might have about the program including any issues you or our members may have encountered. Topics for future calls will be determined based on the feedback we receive from providers related to your initial experiences with the MHP program. Feel free to share any comments you have. Your input is greatly appreciated.

Providers may access the Session by calling **1-844-712-3250 and using Access Code 717 079 411**. Lisa Sentich, an Aetna Provider Relations representative will host the call. If you have problems accessing the session, please send a message to Lisa Sentich at SentichL@aetna.com.

Schedule of Virtual Office Chat Sessions:

Date	Featured Topic
3/6/2020	Go Live Status Check
3/13/2020	TBD
3/20/2020	TBD
3/27/2020	TBD

NOTE: Topics are subject to modification.

If you would like information related to any of the topics previously addressed or have questions that require immediate attention, feel free to contact one of our Aetna Provider Relations Associates. Attached is a map that identifies the Provider Relations Associate that supports your region, or you may contact **Sarah White, our Provider Relations Manager (304-348-2089, SEWhite@aetna.com)**.

Please share a copy of Aetna's Provider Bulletin with others throughout your organization. The information provided is intended to inform you and others on critical program and service matters.