



Aetna Better Health® of Illinois Provider E-newsletter

Spring 2023

Redetermination is ahead

During redetermination, all Medicaid members must report their household income to the Illinois Department of Healthcare and Family Services (HFS) to determine if they're still eligible for Medicaid.

HFS mails a Medical Benefits Renewal Form to each Medicaid member before their redetermination date. Members must complete and return the form by the stated deadline. If they don't complete it and provide required eligibility documents by the date shown, their Medicaid benefits may be terminated.

The redetermination process will start in April 2023 and continue over a 12-month period until all Medicaid members have been contacted for an eligibility update.

Need redetermination materials for your office?

[Get flyers and more from HFS](#)

How you can help with redetermination:

- ✓ Remind all Medicaid members to keep their mailing address updated with HFS. They can update their address at <https://www2.illinois.gov/hfs/address> or by calling **1-877-805-5312** (TTY: **1-877-204-1012**).
- ✓ Ask Medicaid members to watch for their Medical Benefits Renewal Form from HFS in the mail. If they want to confirm their redetermination status or ask questions, they can call the Application for Benefits Eligibility (ABE) hotline at **1-800-843-6154** (TTY: **1-866-324-5553**) or visit ABE.Illinois.gov.

[See redetermination FAQs](#)

Health equity accreditation

Aetna Better Health of Illinois® is pleased to have been awarded Health Equity Accreditation from The National Committee for Quality Assurance (NCQA).

“Our team is committed to advancing health equity and ensuring our members have access and availability of health care resources,” said Rushil Desai, CEO. “Earning NCQA’s Health Equity Accreditation underscores our work to provide diverse populations with access to personalized care and a simplified health care experience.”

The accreditation evaluates how well an organization complies with standards in the following areas:

- Organizational readiness
- Race/ethnicity, language, gender identity and sexual orientation
- Access and availability of language services
- Practitioner network cultural responsiveness
- Culturally and linguistically appropriate services programs
- Reducing health care disparities

[Read more here](#)

Learn more about value-based care

We’re pleased to offer value-based care (VBC) payment models for providers to promote excellent health outcomes while achieving additional earnings. These models:

- Pay providers based on the health outcomes of their patients and the quality of services they provide.
- Focus on preventive services and chronic disease management to improve quality of life.

[Get info on VBC](#)

Introducing a new payment services platform

Aetna Better Health® has a new EFT/ERA Registration Services (EERS). It’s a more streamlined way for our providers to access payment services.

The new EERS — offered through Change Healthcare — manages electronic payments and remittance, as well as payee enrollment and verification process. Providers can use the platform to manage EFT and ERA enrollments with multiple payers.

[Get details on EERS](#)

Incentives for improved quality

Our Pay-for-Performance (P4P) Program rewards participating PCPs, pediatricians, behavioral health providers and Ob/Gyns who perform recommended services related to key HEDIS® measures.

Performance measures focus on preventive services, prenatal and postpartum care, chronic disease management and follow-up care after hospitalizations for behavioral health issues.

We recently sent P4P info to our primary care and behavioral health providers. If you have questions, email ABH-ILQualityManagement@aetna.com.

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

[See 2023 P4P incentives](#)

Pathways to Success

Pathways to Success is a program for Medicaid-enrolled children under age 21 in Illinois who have complex behavioral health needs and could benefit from additional support.

The program provides access to intensive care coordination and other services in the home and community.

[Learn more about Pathways to Success](#)



We're in your community

Each month, our community outreach team hosts events in neighborhoods across Illinois.

This spring, we'll be sharing information with expectant parents and those with newborns at Baby Showers in communities statewide. We'll have information about breastfeeding, safe sleep, when to call the doctor and more.

You'll also find our team hosting more Laundry & Literacy Day events and Health & Resources Fairs in the coming months. Plus, more Pop-up Farmers Market and Community Garden events are being planned to give community members access to fresh produce.

[See our upcoming events](#)

Social determinants of health

Social problems, conditions or risk factors that may influence an individual's health are called social determinants of health (SDoH).

SDoH data gives us a clearer picture of our members' needs so we can connect them to resources. It helps us coordinate efforts while supporting health equity and improving quality.

We encourage providers to use ICD-10-CM Z codes to document SDoH in the medical record. Here are some ways you can help with SDoH:

- **Educate your care team** about the importance of documenting SDoH data. Any clinician can document a patient's social needs — physicians, nurses, social workers, navigators, case managers and other care team members.
- **Ask your patients** at each visit about SDoH factors affecting them.
- **Use Z codes** to document SDOH in the health record. They can be part of the patient's history, problem or diagnosis list or in the provider's notes.
- **Include SDoH codes** on claims you submit to our health plan.

[Get info on SDoH coding](#)



Making dental health a priority

More than half of children and adolescents have had a cavity. It's important that parents and children understand why oral hygiene and healthy diets matter.

Remind members that dental checkups are covered with their plan.

Our Chief Medical Officer Lakshmi Emory, MD, MPH, recently shared some tips for dental health in our website blog.

[Read our blog](#)

MyOwnDoctor

The MyOwnDoctor app can connect members with the resources they need from their comfort of home. Members can access services such as:

- Virtual doctor visits
- Blood sugar control tools
- Food and rental assistance
- Healthy lifestyle changes
- Care navigation

[Learn more about MyOwnDoctor](#)

Do we have your latest W-9?

We're required to collect a W-9 for every Tax Identification Number (TIN) in our network. It must be the most current version available from the IRS. Upload your updated W-9 electronically on our provider website. Send any questions to our Provider Relations team at ABHILProviderRelations@AETNA.com.

Connecting members to help

The findhelp network connects our members with free and reduced-cost programs and services. They can find programs in their area related to food, housing, transportation and more.

[Visit findhelp](#)

Orientation for new providers

Help your new providers get the resources they need to work with our plan. Join one of our upcoming orientation sessions.

[Find orientation dates](#)



[Info from our 2023 Provider Summits is now available. Find it here.](#)



Stay connected with us

Get the latest news and other important information from Aetna Better Health® of Illinois.

You'll find our newsletters, important notices and other updates about our health plan on our provider website.

[See our latest news](#)

Submitting your rosters

Our email inbox at ABHILProviderUpdateRequests@AETNA.com is where in-network providers can submit rosters, demographic updates and other info. Use the updated Universal IAMHP Roster Template provided by the Illinois Association of Medicaid Health Plans.



[Find your Provider Relations rep](#)

Sending a message via the Availity portal

You can send a message to our team through the Availity portal. After logging into Availity, do the following:

1. Select the Aetna Better Health® payer space.
2. Choose the “Medicaid Contact Us” application.
3. Complete the form.
4. Under the “I am contacting Aetna Better Health - Medicaid about” option, select “General or Claims”.
5. Use the “Your message” field to enter your message.
6. Click Submit.

Messages are received by our Claims Inquiry Claims Research (CICR) staff. If your request prompts any type of claims reprocessing, eligibility update or other system generated item, you’ll get the same type of reference number as you get when you call us.

Providers can submit up to ten attachments per Availity submission. An attachment cannot be larger than 32MB. Total attachment size cannot be larger than 192MB.

We’re here to help



Email

ABHILProviderRelations@aetna.com



Phone

1-866-329-4701 (TTY: 711)

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



Online

AetnaBetterHealth.com/Illinois-Medicaid/Providers

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