Provider newsletter

Provider portal

The Provider Secure Web Portal allows providers to communicate health care service information directly with the health plan. Users can perform a variety of tasks, such as verifying eligibility, checking prior authorizations, checking billing status and more.

This HIPAA-compliant portal is available 24 hours a day. And it supports the functions and access to information that you need to take care of your patients. Popular features include:

- **Single sign-on** – One login and password allows you to move smoothly through various systems.
- **Mobile interface** – Enjoy the additional convenience of access through your mobile device.
- **Personalized content and services** – After log-in, you will find a landing page customized for you.
- **Real-time data access** – View updates as soon as they are posted.
- **Better tracking** – Know immediately the status of each claim submission and medical PA request.

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Aetna Better Health® of Louisiana

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- **eReferrals** – Go paperless. Refer patients to registered specialists electronically and communicate securely with the provider.

- **Auto-Auths** – Depending on the auth type and service location, it is possible to receive an auto-approval on your request.

- **Detailed summaries** – Find easy access to details about denied PA requests or claims.

- **Enhanced information** – Analyze, track and improve services and processes.

- **Access to Member Care** - You can connect to your patients and their care teams. You can access:
  — A real-time listing of your patients
  — Information on your practice
  — Email capability with care managers

Secure portal login

Sign up today. It's easy. Provider groups must first register a principal user known as the "Provider Representative." Once registered, the "Provider Representative" can add authorized users within each entity or practice. *For questions*, you can call Provider Services at **1-855-242-0802**. Please submit your registration via fax or email. Just **download the form** or request a copy from Provider Services. Remember, internet access with a valid email is required for registration.

Provider Portal Navigation Guide

TIC training

Aetna is a partner with the National Council for Behavioral Health in the process of transforming our organization to become increasingly trauma-informed. In their next contract period, starting in the last half of 2020, the National Council will likely be able to collaborate with Aetna to provide Trauma-Informed Care training to a large number of providers in our network. If you are interested in this training, contact Foley L. Nash, LPC-S, LMFT-BAS, Director of Behavioral Health, at **NashF@aetna.com**.

Behavioral health inpatient services

Aetna Better Health of Louisiana is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by Aetna Better Health in a supporting reimbursement policy.

We will adjudicate claims for inpatient hospital services based on the member's primary diagnosis, per the *Louisiana Department of Health Hospital Services Manual,* Chapter 25, Section 25.2: Inpatient Services: "When the recipient's primary diagnosis is psychiatric, payment will be on the psychiatric per diem and not the long-term or acute care rate."

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual within 30 days of the date of this notification.

Questions and support:
For questions, contact **LAProvider@aetna.com** or call **1-855-242-0802** and follow the prompts.

Eviti Connect

Aetna Better Health of Louisiana and NantHealth have partnered to give you access to **Eviti Connect**, an online software system that enables real-time decision support and treatment guidelines for **oncology** patients. Effective **November 1, 2020**, there will be a **change of process** for initiating oncology treatment plan reviews.

All oncology treatment plans will be submitted to NantHealth via their web portal, [Eviti Connect](), which will expedite review of any chemotherapy, radiation therapy, or supportive medications.

Training for Eviti Connect
Training courses are available so your office can learn how to get the most from this program. You can also access **help.eviti.com** to view the Eviti Connect user guide, video tutorials, and interactive eLearning modules.

These are web-based, instructor-led, interactive training sessions that will guide you through the process of creating an account and submitting treatment plans. You will need access to the internet to view the training. Anyone in your office responsible for submitting treatment plans for review should attend one of these sessions. The updated schedule is below.

Radiation training		Chemotherapy training		Joint radiation and chemotherapy training			
10/27/2020	11 AM ET	10/27/2020	2 PM ET	10/08/2020	2 PM ET	10/30/2020	11 AM ET
10/29/2020	2 PM ET	10/29/2020	11 AM ET	10/09/2020	11 AM ET	11/04/2020	2 PM ET
11/03/2020	11 AM ET	11/03/2020	2 PM ET	10/28/2020	2 PM ET	11/09/2020	11 AM ET
11/05/2020	2 PM ET	11/05/2020	11 AM ET				

To register: send an email to **training@nanthealth.com** and indicate which training session you wish to attend and the number of attendees (if more than one) from your office who will participate. We will respond with details for that web training session – including a toll-free phone number and a link to the web portion of the conference.

Please keep the training registration email so you will have the link to the web conference and the call-in number for the session in which you will be participating.

About Eviti Connect's web portal
Using the Eviti Connect web portal is the fastest and most efficient way to initiate a treatment plan review. Typically, treatment entry takes less than 15 minutes, and treatments that comply with evidence-based standards receive an "Eviti code." This means that the treatment plan submitted by you meets national standards of quality care and the definition of medical necessity as determined by Aetna Better Health of Louisiana.

Please note that this Eviti code is not an authorization reference number and is not a guarantee of payment. However, the generation of an Eviti code initiates an authorization request with Aetna Better Health of Louisiana who will complete the authorization process and issue the final determination and your reference number.

If you do not receive an Eviti code instantly, Eviti's Medical Office can review and discuss the treatment with your office before referring it to Aetna Better Health of Louisiana for final determination.

To create an Eviti account
You can create an account and submit your treatment plans via the Eviti web portal at [connect.eviti.com/Connect]()

For additional information or support
Phone: **1-888-482-8057** (select option #2) Email: **clientsupport@nanthealth.com**

If you have any questions regarding the implementation of this program, contact us at Aetna Better Health of Louisiana for additional information, support and training at **1-855-242-0802**.

Rx FRAUD, WASTE, ABUSE
Foot bath drugs

The Centers for Medicare & Medicaid Services (CMS) has identified questionable use of drugs, primarily antibiotics and antifungals, which are being used in a foot bath. Beneficiaries are being instructed to mix these drugs with water and then soak their feet. This foot bath claims to treat or prevent diseases such as diabetic ulcers, bone infections, ingrown toenails, pitted keratolysis and cellulitis.

Millions of dollars have been paid for potentially fraudulent combinations of drugs. The following drugs are known to be involved in this foot bath scheme:

Corticosteroids		
Budesonide	Clobetasol Propionate	Fluocinonide
Antifungals		
Ciclopirox Olamine	Clotrimazole	Econazole Nitrate
Itraconazole	Ketoconazole	Ketoconazole (Topical)
Nystatin (topical) Oxiconazole Nitrate	Terbinafine HCl	Voriconazole
Antibiotics		
Ciprofloxacin HCl	Clindamycin HCl	Clindamycin Phosphate (Topical)
Daptomycin	Doxycycline Hyclate	Erythromycin (Acne Aid)
Gentamicin Sulfate (Ophth)	Gentamicin Sulfate (Topical)	Linezolid
Meropenem	Mupirocin	Streptomycin Sulfate
Sulfacetamide Sodium	Tetracycline HCl	Tobramycin
Tobramycin Sulfate	Vancomycin HCl	

Prescribing and dispensing of these drugs is often occurring without true medical relationships. The alleged indications for the use of these combinations in this manner are not medically accepted indications (MAIs). These drugs may have limited ability to work topically in a foot bath as prescribed and dispensed. In addition, they may be harmful to patients if used as dispensed and may contribute to drug resistance.

Reasons Not to Use	
No clinical benefit	These drugs may have limited ability to work topically in a foot bath as prescribed and dispensed.
Not approved /recommended	Foot baths are not the standard of care when treating foot infections such as cellulitis or diabetic ulcers.
Increased risk of harm	Harm can occur if patients are confused regarding the atypical directions for drug products which conflicts with typical drug information and patient education provided at the pharmacy.
Increased healthcare system costs	Millions of dollars have been paid for potentially fraudulent combinations of these drugs.

References

• Department of Health & Human Services: Centers for Medicare & Medicaid Services

• Blue Peak Advisors. (2019, August 2). CMS Fraud Conference–Working Together to Combat Fraud. Retrieved March 11, 2020, from **bluepeakadvisors.com/cms-fraud-conference-working-together-to-combat-fraud**

Aetna Better Health mobile app

Our members can get on demand access to tools they need to stay healthy with the Aetna Better Health mobile application. Members can find a doctor, view or request a member ID card, change their primary care physician (PCP), see their medical and pharmacy claims, view the member handbook, send us secure messages – and more – at any time, from anywhere.

The mobile app uses the same login ID and password as our website's secure member portal. There's no cost for the app and it's easy to use. Members can download the app to their smart phone or tablet from the Apple App Store or Google Play Store.

Has your information changed?

Aetna Better Health of Louisiana is committed to having the most accurate and up-to-date information in our system for you and your group. Please contact Provider Relations with updates to your phone or fax numbers, physical or mailing address, and to add your email address to our system.

For updates or changes to your information, call Provider Relations at **1-855-242-0802** or send your update via email at **LAProvider@aetna.com**.

Provider Relations liaisons

If you have any issues or concerns, please contact your Aetna Better Health of Louisiana Provider Relations liaison; listed below by their regional assignment.

For any questions or to contact your Provider Relations liaison, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802** and selecting **option 2** then **option 6**.

Program service area			
Region	Contact name	Email	Phone
1	Kathleen Dickerson	DickersonK2@aetna.com	504-462-9986
Jefferson Parish	Adrian Lozano	LozanoA@aetna.com	504-402-3417
2	Eve Serbert	SerbertE@aetna.com	504-220-1413
3	Adrian Lozano	LozanoA@aetna.com	504-402-3417
4	Brandy Wilson	WilsonB8@aetna.com	504-264-4016
5	Eve Serbert	SerbertE@aetna.com	504-220-1413
6	Jennifer Thurman	ThurmanJ@aetna.com	318-413-0725
7	Chemeka Turner	TurnerC7@aetna.com	318-349-6493
8	Jennifer Thurman	ThurmanJ@aetna.com	318-413-0725
9	Marion Dunn	DunnM7@aetna.com	504-444-6569

Region 1 – Greater New Orleans Area

Region 2 – Capitol Area

Region 3 – South Central Louisiana

Region 4 – Acadiana

Region 5 – Southwest Louisiana

Region 6 – Central Louisiana

Region 7 – Northwest Louisiana

Region 8 – Northeast Louisiana

Region 9 – Northshore Area