


# NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	<b>Date:</b>	6/18/2021
	<b>To</b>	All Network Providers
	<b>From</b>	Provider Experience
	<b>Subject</b>	<b>No-Show or Cancellation Fees for Medicaid members – New Policy Updates</b>

The Department for Medicaid Services is updating guidance regarding No-Show or Cancellation fees for Medicaid members. Medicaid providers are not permitted to charge Kentucky Medicaid recipients fees for missing or cancelling appointments even if it is the provider's policy or practice to do so for all patients. Providers may not seek reimbursement for a missed or canceled appointment. Instead, Kentucky Medicaid is asking providers to document, and report missed or canceled appointments for monitoring purposes.

KYHealthNet now has a panel for entering missed and cancelled appointments. The Commonwealth recognizes a member missing an appointment or canceling with little notice is a loss of revenue for your organization and prevents another member quicker access to services. Please take a few seconds to provide us with information about missed or canceled appointments so we can act to reduce those cases through outreach and, if appropriate, care management. On the new system panel, enter information when a Medicaid patient misses or cancels a scheduled appointment(s). You will find a User Guide and Video that may answer any questions you may have about entering information on this new panel posted on the Department's website at [www.chfs.ky.gov](http://www.chfs.ky.gov).

## Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to [do\\_not\\_call@aetna.com](mailto:do_not_call@aetna.com). An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.

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**NEW POLICY UPDATES  
CLINICAL PAYMENT, CODING AND POLICY CHANGES**

We regularly augment our clinical, payment and coding policy positions as part of our ongoing policy review processes. To keep our providers informed, please see the below chart of upcoming new policies.

Effective for dates of service beginning (7/27/2021):

**Colorectal Cancer Screening Tests – DNA Based-**

Per our policy, which is based on CMS guidelines, multitarget stool DNA testing (Cologuard™):

- Should be reported with the appropriate screening diagnosis
- Is limited to once per 3 years
- Is covered for routine purposes only for certain ages/adult members
- Should be reported with the correct bill type when billed on an outpatient hospital facility claims

**Obstetrics and Gynecology Policy- Planned Cesarean Delivery Less than 39 Weeks of Gestation-**

According to the American College of Obstetricians and Gynecologists, cesarean delivery requested by the mother should not be performed before a gestational age of 39 weeks in the absence of other indications for early delivery since there is a higher risk of respiratory morbidity, including transient tachypnea of the newborn, respiratory distress syndrome, and persistent pulmonary hypertension, for elective cesarean delivery compared with vaginal delivery when delivery is earlier than 39– 40 weeks of gestation.

**Laboratory/Pathology Policy-**Per our policies based on CMS/AMA-CPT:

**-Clinical Laboratory Improvement Amendment (CLIA) Waived Tests-**The Clinical Laboratory Improvement Amendment (CLIA) is a program administered by the Secretary of Health and Human Services to assure that laboratories which examine materials derived from the human body for diagnosis, prevention, or treatment purposes, consistently provide accurate results. CLIA waived tests are determined by the Federal Drug Administration (FDA) or Centers for Disease Control and Prevention (CDC) to be so simple that there is little risk of error. Modifier QW (CLIA waived test) can only be appended to procedures designated as CLIA waived tests on the clinical laboratory fee schedule

**-COVID-19 Testing and Specimen Collection-**

-Per CMS/AMA/CPT manual, only one type of COVID-19 test (antibody/non-CDC/nucleic acid detection) per day should be performed within the same category of test; multiple like tests on the same date of services are duplicative.

-Per AMA/CPT manual-COVID-19 specimen collection services (nasopharyngeal, oropharyngeal or respiratory samples) should be reported in conjunction with COVID-19 laboratory testing.

-Nucleic-Acid Testing-Positive nucleic-acid based tests for SARS-CoV-2 generally confirm the diagnosis and do not have to be repeated. Negative nucleic-acid tests may be repeated if the suspicion of COVID-19 is high but is not recommended on the same day.

**CMS Coverage Policy-Opioid Treatment Programs (OTPs)-**

Per CMS policy, place of service 58 (Non-residential opioid treatment facility) is only a valid place of service for opioid treatment program services and should not be reported for other services.



Aetna Better Health® of Kentucky

## **NETWORK RELATIONS CONTACT INFORMATION & COVERAGE AREAS**

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology, and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.

	<p>Supporting Kentucky Youth - Statewide</p> <p>Region 3 Behavioral Health Providers</p> <p>All Regions - Community Mental Health Centers</p>	<p><b>Dustin Johnson</b> SKY Network Manager 502-648-6526 <a href="mailto:Johnsd38@Aetna.com">Johnsd38@Aetna.com</a></p>
<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p><b>Holly Smith</b> Network Relations Manager 815-641-7411 <a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a></p>
	<p>Association of Primary Care Physicians (APCP) Community Health Partners Cooperative Care Network Ephraim McDowell Kentucky Primary Care Association (KPCA) The Physicians Network (TPN)</p>	<p><b>Sammie Asher</b> Network Relations Manager 606-401-1573 <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>
<p>Baptist Health System King's Daughters Medical System LifePoint Health System Norton Healthcare System St. Claire Medical Center University of Kentucky System University of Louisville System</p>		<p><b>Trista Gibson</b> Network Manager 606-305-2705 <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>
	<p>Supporting Kentucky Youth, SKY Liaison Statewide</p>	<p><b>Michelle Marrs</b> Network Relations Manager, SKY Liaison 859-221-4737 <a href="mailto:MarrsM@Aetna.com">MarrsM@Aetna.com</a></p>

<p>Regions 1 Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, McCracken Regions 2 Christian, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Ohio, Todd, Trigg, Union, Webster</p>  <p>Providers in the state of Indiana</p>	<p>Gina Gullo Network Relations Manager 502-612-9958 <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a></p>
 <p>Region 3 Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry, Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby, Spencer, Trimble, Washington</p>	<p>Connie Edelen Network Relations Manager 502-240-2122 <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>
<p>Region 4 Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland, Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe, Pulaski, Russell, Simpson, Taylor, Warren, Wayne</p>  <p>Providers in the state of Tennessee</p>	<p>Abbi Wilson Network Manager 270-816-0893 <a href="mailto:Wilsona8@Aetna.com">Wilsona8@Aetna.com</a></p>
 <p>Region 5 Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle, Scott, Woodford</p> <p>All other states excluding: IN, OH, TN, VA, &amp; WV</p>	<p>Becky Bowman Network Relations Manager 502-214-0399 <a href="mailto:BowmanB@Aetna.com">BowmanB@Aetna.com</a></p>
<p>Region 6 Boone, Campbell, Gallatin, Grant, Kenton, Pendleton CHI Saint Joseph Medical Group (Kentucky One) Providers in the state of Ohio and West Virginia</p>	<p>Jacquelyne Pack Network Manager 606-331-1075 <a href="mailto:Jmpack@Aetna.com">Jmpack@Aetna.com</a></p>
<p>Region 8 Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott, Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Whitley, Wolfe</p> <p>Region 7 Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Morgan, Robertson, Rowan</p> <p>Providers in the state of Virginia</p>	<p>Krystal Risner Network Manager 606-687-0310 <a href="mailto:Risnerk@Aetna.com">Risnerk@Aetna.com</a></p>



Save time by accessing our online resources.

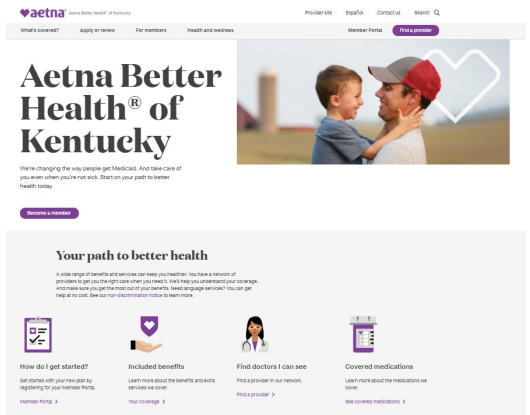
Be sure to check out our convenient web tools, available 24/7.



## Health Plan Website

The health plan website is a resource for members and providers.

Providers will find information such as the member handbook, provider manual and the formulary on the health plan website



Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://www.aetna.com/better-health/kentucky)

