



**Aetna Better Health[®]
of Kentucky**

PROVIDER NEWSLETTER

1st Quarter 2023



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It's ALL ABOUT YOU!!!!

ABHKY has updated and streamlined our communication platform. We want to provide you, in conjunction with your individual needs, the information you need, when you need it.

Please take a moment and click the following link to ensure the contact information for you and all in your organization is accurate in our system.

**CLICK
HERE**

QUESTIONS??? We've Got Your Back

Our Network Relations
help center is always available at
1-855-300-5528 (TTY: 711).

REMINDER - EFT/ERA Process Updates - March 31,2023

Aetna Better Health is partnering with Change Healthcare to introduce the new EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services.

Providers who currently use Change Healthcare as a clearinghouse will still need to complete EERS enrollment; providers who currently have a pending EFT Enrollment application with Aetna Better Health Medicaid will not need to resubmit. Once enrolled, payees will have access to the Change Healthcare user guide to aid in navigation of the new system.

How and when do I enroll?

Aetna Better Health of Kentucky will be moving to EERS on March 31, 2023. If you are currently enrolled in EFT with ABHKY, there is nothing for you to do. If you want to enroll or make any changes to your EFT/ERA enrollments after **March 31, 2023**, you will need to visit the EERS link below.

To enroll in EERS, please visit <https://payerenrollservices.com/>.

For questions or concerns, please reach out to your Aetna Provider Network team or visit the [Change Healthcare FAQ page](#).

REMINDER - Dx Gap Advisor

Dx Gap Advisor™ Capture diagnosis codes to accurately capture a member's chronic conditions and deliver complete and accurate claims the first time around

Aetna Better Health is working with Change Healthcare to enable Dx Gap Advisor, a solution designed to alert providers when diagnosis codes are potentially missing from a claim. This is accomplished by sending the biller the standard EDI remittance advice (277CA) associated with claim rejections that are integrated into the claim submission process. The automated rejection messages appear in the billing solution alert queue and are triggered on claims that maybe incomplete or inaccurate for patients with historic claims data, such as evidence of an established diagnosis of a chronic condition that is not present on the current claim .

Sample Alert Message (277CA):

The following is an example of the type of rejection you will receive if there is a suspected open risk gap, presenting up to five (5) diagnosis codes:

Patient history includes <1234567, 1234567, 1234567, 1234567, 1234567>. Review the medical record on this date of service to validate the claim diagnosis codes are complete and accurate; then RESUBMIT claim.

If Your Office Receives a Rejection Message (277CA):

Once Dx Gap is enabled, your office may receive this message. At that time, you should take the following actions:

- Engage a qualified coder or appropriate professional to review the patient's medical record

- to confirm that the diagnosis(es) coded on the claim are complete and accurate
- If the coding on the claim is complete as originally submitted, simply resubmit the claim for clearinghouse processing using the original claim ID
- If changes are necessary, make the changes and resubmit the claim using the original claim ID
- If a diagnosis is added to the claim, the provider should ensure that all affected fields are addressed, including the “order of the diagnoses reported” and the “Diagnosis Pointer”, per Centers for Medicaid and Medicare Services Form 1500 and ICD-10 CM Coding Guidelines

For questions about a claim status message or general program questions, please call Change Healthcare Customer Service at 1-844-592-7009, option 3. On-line Support Video:

<https://inspire.changehealthcare.com/DxGapAdvisor>



Don't Forget....

You can stay up to date on the latest provider news and helpful info.

<https://www.aetnabetterhealth.com/kentucky/providers/newsletters.html>

Integrated Behavioral Health

Whole health means focusing on the whole person. So it just makes sense to integrate medical, mental and behavioral health as equal parts on the health care continuum.

Whole health is the goal

We help members and their families by making key connections between medical, mental and behavioral health, as well as disability, wellness and prevention. These are the connections that help members take steps toward whole health.

Everyone wins with coordination of care

Working closely with providers to coordinate medical and behavioral care for members ensures appropriate screening, evaluation, treatment and referral for:

- Physical health
- Behavioral health or substance use disorders
- Dual or multiple diagnoses
- Developmental disabilities

Sharing information for healthier members

When medical and behavioral health providers work together, members benefit. Our behavioral health and medical providers share information with that goal in mind. This results in appropriate and effective coordination between medical and behavioral health care.

We ask primary care physicians (PCPs) and behavioral health providers to share:

- Pertinent history and test results within 24 hours of receipt in urgent or emergent cases

- Results for nonurgent or non-emergent lab results within 10 business days of receipt

According to the National Institute of Mental Health, people with serious mental illness (SMI) die 14 to 32 years earlier than the general population. The Patient Protection and Affordable Care Act outlines a specific model of integrated care, which provides a holistic patient centered approach and is believed to improve patient health. You can improve your patient's health outcomes by working closely together to address their mental health disorders in conjunction with their other physical conditions.

If you are a behavioral health provider ask your patient to sign an authorization to exchange information with their PCP.



Use “988” for Mental Health Support

In support of providers delivering care that improves healthcare equity and fosters immediate access to critical behavioral health services, information on the nationwide 988 Suicide and Crisis Lifeline is being shared as a resource for immediate use.

On July 16th, 2022, dialing “988” replaced the National Suicide Prevention Lifeline (800-273-8255) to meet the demand nationwide for access to urgent and emergent mental health care. 988 elevates early intervention and suicide prevention to the same level which emergency medical services has in addressing life threatening illness or physical injury.

How 988 works

- Similar to the “National 911 Program” for emergency services.
- Calls are routed to a local crisis center based on the caller’s location.
- Special routing is available for both veterans and Spanish-speaking individuals.

What you need to know

- The 988 Suicide and Crisis Lifeline is available in three formats:
 - Dialing 988 on any phone; Text to 988 ; Chat 988lifeline.org
- If you have referred in the past to National Suicide Prevention Lifeline, or have it listed in resource directories, make sure to update it to “988” on July 16, 2022 or as soon as possible thereafter.
- The National Suicide Prevention Lifeline temporarily remains in effect after July 16 to ease the transition; all calls will be routed to 988.
- 988 aligns with CVS Health’s [***commitment to make mental well-being***](#) services more accessible and less complicated.

988 is a major step toward a transformed crisis care system in America. Detailed information about the 988 Suicide and Crisis Lifeline can be found on the Substance Abuse and Mental Health Services Administration (SAMHSA) website:

[988 Suicide and Crisis Lifeline | SAMHSA](#)

Appeal and Grievance

REMINDERS

APPEAL AND GRIEVANCE

ADDRESS UPDATE REMINDER

Effective August 1, 2022, Provider Mail is no longer accepted when directed to:

**9900 Corporate Campus Drive, Suite 1000,
Louisville, KY 40223**

Resubmissions: If you are mailing hard copy claims or claim resubmissions, please direct those to:

**Aetna Better Health of Kentucky Claims and Resubmissions
PO Box 982969
El Paso, TX 79998-2969**

Claim Resubmissions should be clearly marked on the envelope and the first page of the request.

Appeals and Grievances

Whenever possible please submit your appeal, complaint or grievance electronically. It is preferred that you submit through the Availity provider portal using the direct application for Appeals, Complaints and Grievances:

[Log In to Availity](#)

or you may submit by fax to: **855-454-5585**

Please include all documentation you would like reviewed for the appeal, including member name, ID#, claim number, date of service, amount billed, etc. when submitting via the portal

Member appeals- pre service- can also be faxed to 855-454-5585 or email to:
KYAppealandGrievance@aetna.com

Aetna Better Health of Kentucky
PO Box 81139
5801 Postal Road
Cleveland, OH 44181

Provider appeals- post service- can also be faxed to 855-454-5585 or email to:
KYAppealandGrievance@aetna.com

Aetna Better Health of Kentucky
PO Box 81040
5801 Postal Road
Cleveland, OH 44181

External Review appeal requests- can also be faxed to 844-359-6670 or email to AetnaExternalReview@aetna.com

Aetna Better Health of Kentucky
PO Box 81040
5801 Postal Road
Cleveland, OH 44181

If you are submitting appeals for multiple claims in one mailing you must use physical barriers (elastic, paper clip, binder clip, sheet of blank colored paper etc.) for each claim in the submission to maintain the original received date.

Please remember to include all documentation you would like reviewed with your appeal request.

PRIOR AUTHORIZATION CONTACT INFORMATION

Medical

Phone: 1-888-725-4969

Fax: 1-855-454-5579

Behavioral Health

Phone: 1-855-300-5528

Fax: 1-888-604-6106

Concurrent Review Inpatient Medical Requests

Fax: 1-855-454-5043

Phone: 888-470-0550

*If you have a **retrospective review request** where the services have already been rendered, Please send these your request to:*

Kentucky Medical Retrospective review @ 855-336-6054

CAHPS: Reference guide for physicians,

with best practices

The **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** program is a tool for assessing patients' experiences with their health plan, personal doctor, specialists and healthcare in general. This survey has become the national standard for measuring and reporting on the experiences of consumers with their health plans. CAHPS is a mandated regulatory/accreditation survey sent to a randomly selected number of Medicaid members.

The suggestions below are provided to help you enhance your patients' health care experience.

CAHPS member survey questions	Industry best-practices for physicians
Getting appointments and care quickly	
<p>When care was needed right away, how often did you get care as soon as you needed it? ----- ----</p> <p>How often did you see the person you came to see within 15 minutes of your appointment time? ----- ----</p> <p>How often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?</p>	<p>Patients who are aware of potential scheduling timelines can plan for time needed and adjust accordingly.</p> <p>Notify patients by text, phone or in the waiting room if there are wait time delays. This helps manage patient expectations.</p> <p>Advocate for your patient and ask if they have transportation available for their appointment. Resources For Living (RFL), offered by Aetna can put your patients in touch with transportation resources.</p>
Getting needed care	
<p>How often did you get an appointment to see a specialist as soon as you needed? ----- ----</p> <p>How often was it easy to get the care, tests, or treatment needed?</p>	<p>Patients who understand why types of care, tests or treatments are essential are more likely to adhere to a care plan and seek the care that is recommended and needed.</p> <p>Encourage practice staff to provide patients with support in identifying in-network specialist care and services (e.g. labs, imaging, radiology).</p>
How well doctors communicate	
<p>Were things explained to you in a way you could understand? ----- ----</p> <p>How often did your personal doctor spend enough time with you?</p>	<p>Effective communication with patients is key to improving patient engagement. Health literacy techniques, such as not using medical jargon and having the patient (or their caregiver) repeat back their plan-of-care instructions in their own words, can break down communication barriers.</p>
Coordination of care	
<p>For scheduled appointments, how often did your doctor have your medical records or other information about your care? ----- ----</p>	<p>Patients report having a more optimal experience when their providers are familiar with their history at the time of their appointments.</p>

When your doctor ordered a blood test, x-ray, or other test for you, how often did:

1. someone from the doctor's office follow-up to give you those results?
2. you get results as soon as you needed them?

How often did your doctor seem informed and up-to-date about the care you got from specialists?

How often did you and your doctor talk about the prescription medicines you were taking?

How often did you get the help that you needed from your doctor's office to manage your care among different providers and services?

Offering to walk through registration and use of your patient portal will go a long way in helping patients access their medical records and test results in a timely manner.

New and established patients without an appointment in the last year should be encouraged to schedule their Medicaid Annual Wellness Visit and a physical to ensure the conversations about their health, medications, and the care they receive from other providers. This will ensure annual preventive exams are scheduled and care is coordinated on behalf of the patient.

Overall rating of healthcare quality

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

Patient councils are great for helping clinical practices understand the patient's experience with the practice's process improvement initiatives.

Flu Shot

Have you had a flu shot this year?

Patients who are well informed of the benefits and safety of the flu vaccine are more likely to get the vaccine. Knowing it is protective and won't make them sick also helps.

Cultural competence

When you needed an interpreter at your doctor's office or clinic, how often did you get one?

Understand language-preference and interpretation needs in advance of appointments to ensure resources are available.

What is EPSDT

The Early and Periodic, Screening, Diagnostic and Treatment (EPSDT) program is Medicaid's federally mandated comprehensive and preventive health program for individuals younger than 21. EPSDT was defined by law as part of the Omnibus Budget Reconciliation Act of 1989 and requires states to cover all services within the scope of the federal Medicaid program.

The intent of the EPSDT program is to focus on early prevention and treatment. Requirements include periodic screening, vision, dental and hearing services.

Services include:

- Preventive screening
- Diagnosis and treatment
- Transportation and scheduling
- assistance
- Follow-up care with specialists
- Immunizations

Screening must include:

- Comprehensive health history
- Comprehensive un-clothed
- physical exam
- Mental developmental history
- Physical developmental history
- Health education, including
- anticipatory guidance
- Appropriate immunizations
- Lead toxicity screening
- Laboratory tests
- Dental services
- Hearing services
- Vision services

EPSDT Billing/Reporting

EPSDT screening services must be reported with the age-appropriate evaluation and preventative medicine CPT Codes (99381-99385 and 99391-99395) along with the EP modifier. An appropriate procedure code must be submitted on the CMS 1500 form.

Please contact your Network Relations Manager to determine if there are any exceptions for EPSDT special services. The primary diagnosis should be submitted as the first diagnosis in field 21 of the CMS claim form. Additionally, this same primary diagnosis must be reflected on the appropriate line-item diagnosis item (field 24 E). The appropriate services associated with the EPSDT screening must be rendered and the codes for these services included in the claim with an EP modifier accompanying each code. EPSDT claims must be billed on a CMS 1500 form.

Please refer to the billing instructions at www.chfs.ky.gov. Aetna Better Health will provide coverage for an office visit performed at the same time as the EPSDT screening if the child was seen for a reason other than the EPSDT screening (i.e., sick child visit). Additionally, Aetna Better Health will provide coverage for an EPSDT screening performed during a prenatal visit for member 20 and under.

Modifier – EP (EPSDT Services)

Modifier EP is available for use with evaluation/ management codes when the member is under age 21 on the date of service. Using the EP modifier is required for EPSDT services provided to a member.

Modifier SL must be used when billing Vaccines for Children (CFC) immunizations. Refer to Section 2, I., for more information on billing VFC services.

Modifier 26 is no longer used.

Bringing Support

Community Health Workers

Aetna Better Health of Kentucky employs Community Health Workers (CHWs). Our CHWs are members of the community who serve as a bridge between the member and the healthcare system through outreach and education. Their role is meant to facilitate access to services and improve the quality and cultural competence of service delivery. For questions about how to access Aetna CHW services email us at PHM_ABHKY@aetna.com.

Integrated Care Management

If you have patients that need care management or if you have any questions about these services, call Member Services at 1-855-300-5528, Monday through Friday 7 AM to 7 PM Eastern time and ask to speak to Care Management.

Pharmacy Benefits

Check out the provider handbook online at <https://www.aetnabetterhealth.com/kentucky/providers> for information about Aetna Better Health of Kentucky's pharmacy benefits and pharmaceutical management procedures.

Shared Decision Making (SDM)

SDM is not about information but conversations, not about empowerment or choice, but to respond well to patient problems. Shared decision-making aids are communication tools used as a way for providers and patients to make informed health care decisions based on what is important to the patient. They do not replace physician guidance but are intended to help complement the discussions between patients and physicians on treatment decisions.

Purpose: To create care that best responds medically, practically, emotionally, and existentially to each patient's problems

- Personalize care with person centered care conversations
- Develop a partnership based on empathy, exchanging information about the available options,
- Deliberate while considering the potential consequences of each one,
- Make a decision by consensus

Below are evidence-based aids from Mayo Clinic Shared Decision Making National Resource Center that provide information about treatment options, lifestyle changes, and outcomes that can be used during a clinical encounter.

- [Mayo Clinic | Care that fits](#)
 - [Statin Choice | Mayo Clinic](#)
 - [Depression Medication Choice | Mayo Clinic](#)
 - [Cardiovascular Primary Prevention Choice | Mayo Clinic](#)
 - [My Life My Healthcare Toolkit and Conversation Guide](#)



SKY's the Limit

Supporting Kentucky's Youth through Cross-System Collaboration



As we celebrate our SKY Program's 2nd Birthday, we are grateful for your partnership. Together, we have supported our members and families on their path toward better health. Our collective efforts to improve the system of care for the youth of Kentucky are making a difference and we look forward to continued collaboration and success in 2023!

45% of Members Placed Out of State Were Returned to In-State Placements

57% of Members Referred to Out of State Facilities Were Diverted to In-State Placements

80% of Difficult to Place Members Were Placed In-State

445 Training and Education Sessions Offered

88 Community Forums, Focus Groups, and Member Councils Hosted

10,259 Individuals Trained or Engaged with SKY Training, Education, SOC, and Outreach Teams

283 Individualized Psychotropic Polypharmacy Member Case Rounds and Consults

23,232 Successful Contacts by Behavioral Health Team to Members in Acute IPMH or PRTF

4,973 HEDIS Outreach Calls to Members with Gaps in Care

5 Categories Exceed National Average on the Child Medicaid CAHPS Survey

7 SKY HEDIS Rates for MY 2021 Exceeded National Average: Chlamydia Screening in Women (CHL), Follow-Up Care for Children Prescribed ADHD Medication (ADD), Follow-Up After Emergency Department Visit for Mental Illness (FUM), Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM), Annual Dental Visit (ADV), Well0-Child Visits in the First 30 Months of Life (W30), Child and Adolescent Well-Care Visits (WCV)

SKY

High Fidelity WrapAround and Peer Support Specialists

High Fidelity WrapAround is a Family-driven, team-based process for planning and implementing services and supports. It is designed to help youth and families get their current needs met, learn new skills to better manage their behavior and life, and develop the skills and resources to manage a crisis after wraparound.

Peer Support Specialists bring their shared lived experience in order to assist parents and caregivers to increase their education about services, navigational skills and advocacy skills. They help empower families to become active participants in their child's services.

For more information on these programs, reach out to Kim Brothers-Sharp at Brothers-SharpK@aetna.com

This is how we
"ROLE"
Trainings to support our
Providers



The Aetna® provider network is designed to support the complex needs of SKY members beyond traditional facilities, clinics and providers.

It also includes community advocates, peer support, specialty pharmacies and family/caregivers. Our network of hospitals and specialists, including both physical and behavioral health providers, serves as the foundation to meet the needs of SKY members.

We offer **special trainings** to providers serving SKY members. We'll help you understand how to serve our members receiving adoption assistance or Involved with the Department of Juvenile Justice. These training are also available upon request to any network provider.

Please reach out to Michelle Marrs, marrsm@aetna.com for additional SKY information or to schedule trainings for your individual group or practice.

For additional information on SKY, please visit:

<https://www.aetnabetterhealth.com/kentucky/supporting-kentucky-youth.html>

Welcome to SKY for Providers -

- This training includes a high level overview of the SKY program and how provider collaboration is key to making systematic change in the foster care system.

2nd Thursday each month 11am to 12pm EST



New Provider Orientation, includes SKY -

- This training is for all new providers. It will include an overview of billing, claims processing, prior authorizations and more. It also includes the Sky overview piece.

3rd Thursday each month 10:30am to 12pm EST

Visit our News and Events page for registrations and links to Join.

Virtual Office Hours -

- Virtual Office hours were created to share information on from multiple sides of our house. More in depth claims processing, etc., as well and state required SKY trainings on more specific topics such as Supporting Transition Age Youth.

Trainings on the last Thursday each month 11am to 12pm ET

[News and Events](#)

April 5, 2023

Autism Provider Training Series

Topic: Creating a Bridge to Understanding with Visual Supports

Time: 12:00 PM - 1:00 AP

This Autism Training is being offered by the UL Kentucky Autism Training Center.

The learning objectives for participants will be to explain why, when and how to use visual supports. Participants will learn how to describe different types of visual supports. Participants will be able to design a visual support that will meet the needs of their clients.

How to join this event:
Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Anna Polk at PolkA@aetna.com.

April 7, 2023

UK CTAC 3 Hour Basic TIC Training

Time: 9:30 AM - 12:30 PM

Free Trauma Informed Care Training. This training will provide a brief overview of the types of trauma children/adults may be exposed to and symptoms of traumatic stress. Participants will learn about the elements of a trauma-informed system and will increase their knowledge and practice of emotional regulation strategies that can reduce traumatic stress symptoms in clients. CEs are available for Social Work and Psychology.

No registration required, go to the link on the date and time of the training.

How to join this event:
Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Dawn Burke at BurkeD3@aetna.com.

April 11, 2023

Mental Health Crisis Intervention Training

Time: 9:00 AM - 10:00 AM

Participants will learn about the crisis interventions services available in their regions and how to access them.

Participants will also learn about Mental Health Crisis, warning signs for a Mental Health Crisis, and discuss Suicide Prevention.

How to join this event:
Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Courtney Ham at HamM@aetna.com.

April 11, 2023

Child and Family Advisory Partnership Forum

Time: 12:00 PM - 1:00 PM

Topic: Alcohol Awareness

A monthly forum that connects foster, adoptive, kinship, bio and group home/residential caregivers to what is happening in the healthcare system.

It also provides:

- education and training opportunities

- a forum to give input and feedback into what is going well
- chance to suggest how to improve the current child serving systems

How to join this event:

Visit this [link](#) at the time of the event.

If you have any questions, you can reach out to Melissa Dean at mgdean@aetna.com.

April 12, 2023

Human Trafficking 101

Time: 9:00 AM - 10:00 AM

Understand human trafficking, what resources are available, learn how to meet the complex behavioral health and support needs of this population, and reporting requirements.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Allison Galvagni at GalvagniA@aetna.com.

April 12, 2023

Autism Provider Training Series

Topic: Communication: Embedding Low -tech AAC Tools into Everyday Opportunities

Time: 12:00 PM - 1:00 AP

This Autism Training is being offered by the UL Kentucky Autism Training Center. The learning objectives for participants will be to explain why, when and how to use visual supports. Participants will learn how to describe different types of visual supports. Participants will be able to design a visual support that will meet the needs of their clients.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Anna Polk at PolkA@aetna.com.

April 12, 2023

New Driver Prep: Getting on TRACK

Time: 4:00 PM - 5:00 PM

In this 1 hour virtual class, we will cover topic such as:

- Types of Drivers Licenses in KY
- Requirements to obtain permits/licenses
- What do I need to apply?
- Tests and Driver Manual Review
- Car ownership

Please click on the registration link, register and a link will be sent to your email address to join the class.

How to join this event:
Register prior to the event using this [link](#).

If you have questions, you can reach out to Candace Gurley at GurleyC@aetna.com.

April 13, 2023

SKY Be Healthy Program: Nutrition

Time: 1:00 PM - 2:00 PM

Health Runs Deep is an evidence-based, community education class for people who want to be healthier. Health Runs Deep is a great program to join if you are looking for support as you take small steps to improve and manage your health.

Discussions include: Goal setting, Nutrition, Physical Activity, and Healthy cooking.

Foster parent credit and incentives are available for attendance.

How to join this event:
Visit this [link](#) at the time of the event.

If you have any questions, you can reach out to Candace Gurley at GurleyC@aetna.com.

April 13, 2023

One Love: Getting on TRACK

Time: 3:00 PM - 4:00 PM

In this 1 hour class we will discuss a partnership with One Love, a national leader in education young people about relationship health. Topics include:

- Healthy/Unhealthy Relationships
- Setting and respecting boundaries
- Handling rejection
- Practicing consent

How to join this event:
Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Brittany Bickett at BickettB@aetna.com.

April 19, 2023

Neonatal Abstinence Syndrome and Substance Exposed Infants

Time: 9:00 AM - 9:45 AM

This presentation provides an overview of Neonatal Abstinence Syndrome (NAS) and Substance Exposed Infants (SEI). Topics discussed include symptoms, treatment, prevention efforts, reporting and resources. The presentation emphasizes a holistic, whole person-whole family, approach to care and treatment

How to join this event:
Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Melissa Dean at mgdean@aetna.com.

April 19, 2023

Evidence Based Guidelines for Weight Management for Providers

Time: 11:00 AM - 12:00 PM

Discussion on literature from the American Academy of Pediatrics suggested by DCBS/DMS medical directors, as well as a provider toolkit with recommendations on the prevention, management and treatment of child and adolescent obesity. This state recommended literature is provided to better assist providers in treating our SKY eligible youth.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Erica Jones at JonesE8@aetna.com.

April 19, 2023

Autism Provider Training Series

Topic: Antecedent Based Interventions: Yes! Please!

Time: 12:00 PM - 1:00 AP

In this training, participants will gain an understanding of what antecedent based interventions are. Participants will learn ideas for how to implement antecedent based interventions as well as learn of resources that can assist with implementing these interventions.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Anna Polk at PolkA@aetna.com.

April 20, 2023

SKY Overview Community Presentation

Time: 9:00 AM - 10:00 AM

Overview of our SKY (Supporting Kentucky's Youth) program. Includes how to get started and what services you may be eligible for, as well as how to contact us and access the benefits associated with our program.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Erica Jones at JonesE8@aetna.com.

April 25, 2023

Supporting LGBTQ+ Population

Time: 9:00 AM - 10:00 AM

Understanding of the cultural values and practices within the community and be able to identify resources including behavioral health needs for LGBTQ+ enrollees;

understanding that language is essential, such as using correct identifying pronouns, and that forms and resources account for diverse perceptions of sexuality, sex, and gender.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Erica Jones at JonesE8@aetna.com.

April 25, 2023

Health Run DEEP Session 2: Cycle 1

Time: 6:00 PM - 7:30 PM

Health Runs Deep is a great program to join if you are looking for support as you take small steps to improve and manage your health. This program will meet 4 times, with one introduction session. We will review topics that will be helpful as you work toward better health. This class will focus on goal setting, tracking food intake, and reading food labels are a few of the great things we will learn about. You will also be eligible for some great rewards.

- Session 0- What is Health Runs DEEP, Introductions, What to expect, Ground rules, Power struggles (March 21, 2023 @ 06:00 PM)
- Session 1- What is Diabetes/ Prediabetes, Know Your Why, Toolbox, Goal Setting/ Action Planning. (March 28, 2023 @ 06:00 PM)
- Session 2 – How to eat a healthy meal (How to read food labels and healthy plates), Tracking what you eat. (April 25, 2023 @ 06:00 PM)
- Session 3- How to get more physically active, Biometrics and You, Let's Move Activity, Aetna Better Health of KY Benefits Overview. (May 23, 2023 @ 06:00 PM)
- Session 4- Slow Cooker Nutrition Class, Review of Nutrition, Benefits of a slow cooker, Fact and Tips on how to use slow cooker. Wrap-Up (June 20, 2023 @ 06:00 PM)

How to join this event:

Register prior to the event using this [link](#).

If you have questions, you can reach out to Candace Gurley at GurleyC@aetna.com or Shawana Sharp at SharpS@aetna.com.

April 26, 2023

Supporting Transition Age Youth

Time: 9:00 AM - 9:45 AM

This presentation describes the unique issues facing youth transitioning into adulthood and some key areas of focus for training and educational outreach opportunities to promote better, positive outcomes.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Melissa Dean at mgdean@aetna.com.

April 26, 2023

Caring for a Child with Reactive Attachment Disorder

(For Credit)

Time: 11:00 AM - 12:00 PM

Caring for a Child with Reactive Attachment Disorder (RAD) provides an overview of RAD, including differing types, treatments, support for caregivers, including discussions to have with your doctor and what to expect.

To join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Melissa Dean at mjgdean@aetna.com.

April 26, 2023

Autism Provider Training Series

Topic: Autism Services, Resources and more

Time: 12:00 PM - 1:00 AP

In this training, participants will learn about statewide and web-based resources and supports. An overview of frequently recommended interventions will be discussed. Participants will also learn about school based interventions and ways to collaborate with schools.

How to join this event:

Visit this [link](#) at the time of the event.

If you have questions, you can reach out to Anna Polk at PolkA@aetna.com.

April 27, 2023

SKY Be Healthy Program: Physical Activity

Time: 1:00 PM - 2:00 PM

Health Runs Deep is an evidence-based, community education class for people who want to be healthier. Health Runs Deep is a great program to join if you are looking for support as you take small steps to improve and manage your health.

Discussions include: Goal setting, Nutrition, Physical Activity, and Healthy cooking.

Foster parent credit and incentives are available for attendance.

How to join this event:

Visit this [link](#) at the time of the event.

If you have any questions, you can reach out to Candace Gurley at GurleyC@aetna.com.

We've Moved to Microsoft Teams

Please take note that our previous trainings in WebEx will now be executed using Microsoft Teams. For additional information using this platform, please visit:

[Getting Started With Microsoft Teams](#)



“All young people, regardless of what they look like, which religion they follow, who they love, or the gender they identify with, deserve the chance to dream and grow in a loving, permanent home.”

— President Obama, National Foster Care Month 2015 Presidential Proclamation

Learn More About
SKY



CONNECT WITH US
AND JOIN THE CONVERSATION



Don't Forget

Send any Provider Directory Updates to
kyproviderupdates@aetna.com

- NEW OFFICE ADDRESS
- NEW OFFICE PHONE NUMBER
- CHANGES IN PANEL INFORMATION

We rely on your communication of changes to keep our directory updated.

Aetna Better Health of Kentucky | 9900 Corporate Campus Drive , Suite 1000, Louisville , KY 40223

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