

**Thank you for joining the
Aetna Better Health Webinar.**

We will begin shortly.



Aetna Better Health® of Pennsylvania

Aetna policy statement

All Aetna presentation materials are confidential and proprietary and may not be copied, distributed, captured, printed or transmitted (in any form) without the written consent/authorization of Aetna, Inc.

Housekeeping

- All lines will be muted to reduce background noise
- Use the Q & A Box to submit any questions to ALL PANELISTS.
PLEASE NOTE: If you only submit to the presenter, your question will not be able to be addressed during the webinar.
- The presentation will be available on our website under Past Provider Education Webinars within a week and here is the link:
<https://www.aetnabetterhealth.com/pennsylvania/providers/education>

Medicaid Closure & CHIP Team Introductions

Presenter name

Presenter Title: Kim Heggenstaller,
Manager, Network Relations

July 27, 2022



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.





Agenda

- Thank you!
- Aetna Better Health Kids Expanded CHIP Service Area
- Dedicated CHIP Provider Representatives
- Aetna Better Health Kids CHIP Benefits
- Step-by-Step Training: Medicaid Claims Closure Process
- Questions
- Provider Webinar
 - August 31st at 11 a.m.

**Aetna Better Health of
Pennsylvania**

Thank you

For allowing us to serve your Medicaid patients.

Current participation in HealthChoices will end August 31, 2022.

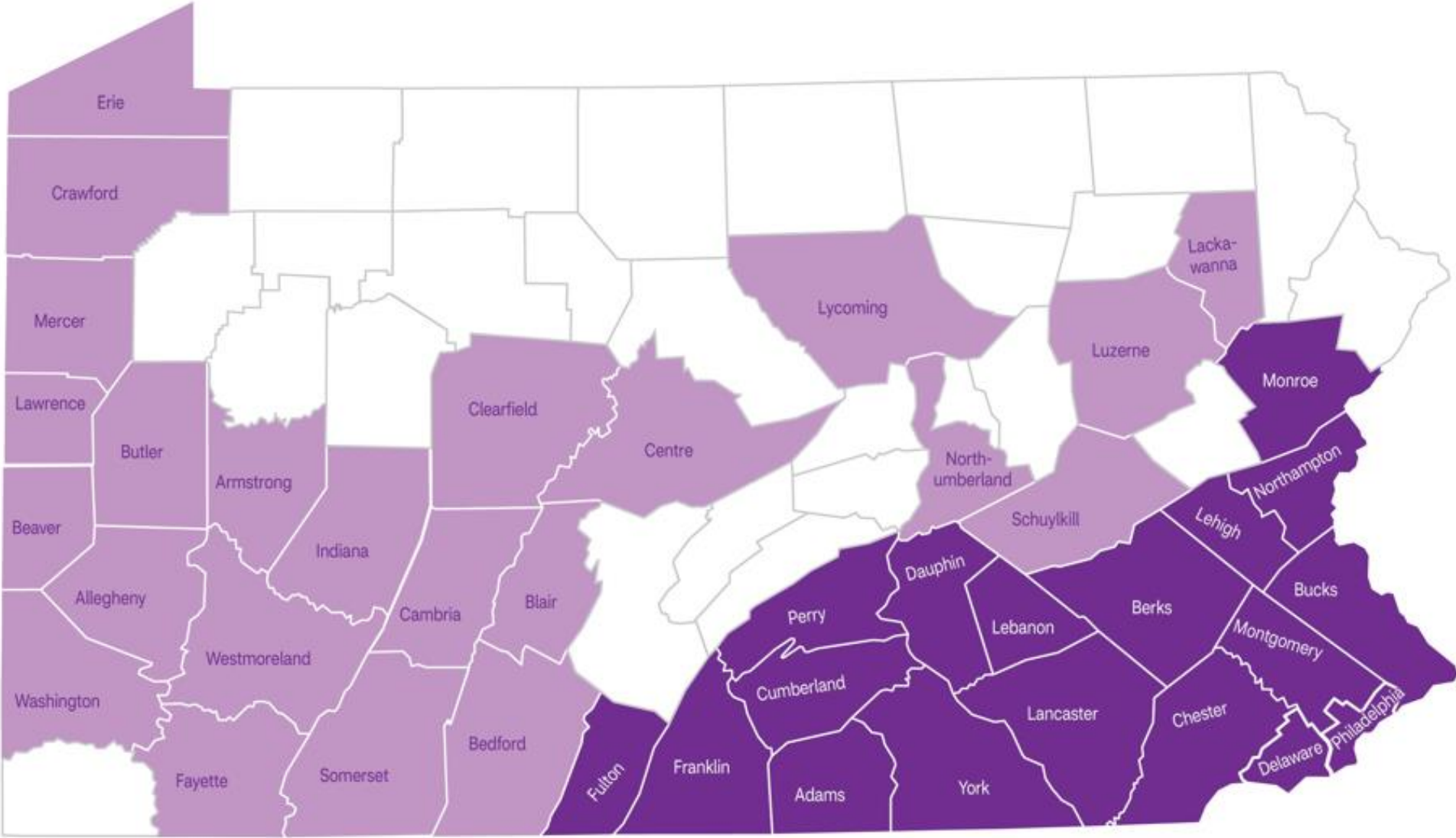


A woman with blonde hair, wearing a dark long-sleeved shirt, is leaning over a kitchen sink. She is washing a young child's hands. The child is wearing a striped shirt. The scene is set in a kitchen with a modern faucet and a window with blinds in the background. The entire image has a purple tint.

Aetna Better Health Kids

**Pennsylvania
CHIP Expansion**

Aetna Better Health® Kids Expansion



 Aetna Better Health® Kids (CHIP) available

 Aetna Better Health® Kids (CHIP) available starting January 1, 2022

Aetna Better Health Kids (CHIP) is Growing!

**January 2022
Service Area Expansion**

Pennsylvania Coverage Increased From 23 to 41 Counties!

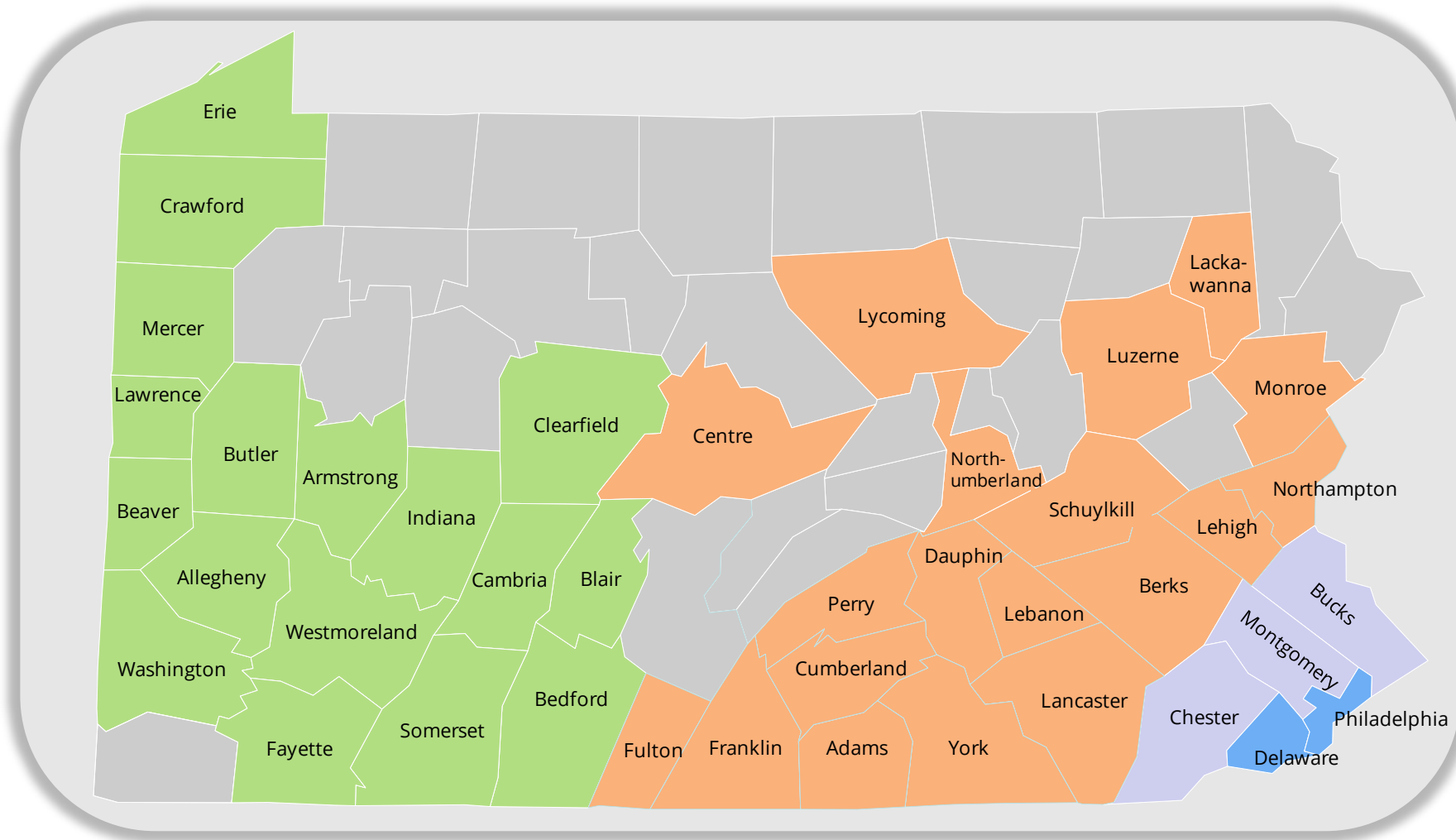




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Aetna Better Health® Kids
A CHIP Health Plan

Large Group & Hospital Assignments

Provider Group	Representative
Allegheny Health Network	Brady Bingman
Children's Hospital of Philadelphia	Teresa Washington
Coordinated Health	Jacelyn Cressman
Crozer Keystone	Teresa Washington
Detweiler Family Medicine	Teri Russell Shaw
Geisinger	Jacelyn Cressman
Jefferson Health Systems	Teresa Washington
Lehigh Valley Health Network	Jacelyn Cressman
Nemours	Jacelyn Cressman
Patient First	Brady Bingman
Penn Highland	Brady Bingman

Provider Group	Representative
Penn State/ Hershey Health	Brady Bingman
Phoenix Rehab & Health Services, Inc.	Jacelyn Cressman
Quest Diagnostics	Teri Russell Shaw
Tower Health/St. Christopher's	Teri Russell Shaw
Trinity (Mercy) Health/ St Mary's	Teri Russell Shaw
UPMC	Brady Bingman
WellSpan Health	Brady Bingman
West Virginia University	Brady Bingman



**Aetna Better Health® Kids
A CHIP Health Plan**

New Exclusive Benefits

Supporting Our Families

- CVS Health Parent Company
- Over-the-Counter Benefit
 - ❖ **\$30 per Month, per Child**
 - ❖ **Select Medications and Products at *no-cost***
- ✓ Cough and Cold Medicine
- ✓ Oral and Dental Care
- ✓ Ear and Eye Care
- ✓ Pain Relievers and First Aid
- ✓ Allergy Medicine
- ✓ Feminine Hygiene Products
- No-Cost Home Delivery
- Convenience of premium payments at local retailers.



Aetna Better Health® Kids
A CHIP Health Plan



Introducing the NEW
Aetna Better Health® Kids

No Cost Over-the-Counter (OTC) Benefit

[Aetnabetterhealthpenn.com/otc](https://aetnabetterhealthpenn.com/otc)

[Click Here](#)

A woman with blonde hair, wearing a dark long-sleeved shirt, is leaning over a kitchen sink. She is holding the hands of a young child with blonde hair, who is wearing a striped shirt. They are both looking down at the hands being washed under a stream of water from a modern, curved faucet. The background shows a kitchen counter with a white paper towel dispenser and a window with blinds. The entire image has a purple tint.

ABH-PA Medicaid Comprehensive Closure Process

Aetna Better Health of Pennsylvania

Our Dedicated Medicaid Wind Down Team Commits to a seamless transition.

One Comprehensive Claims Process

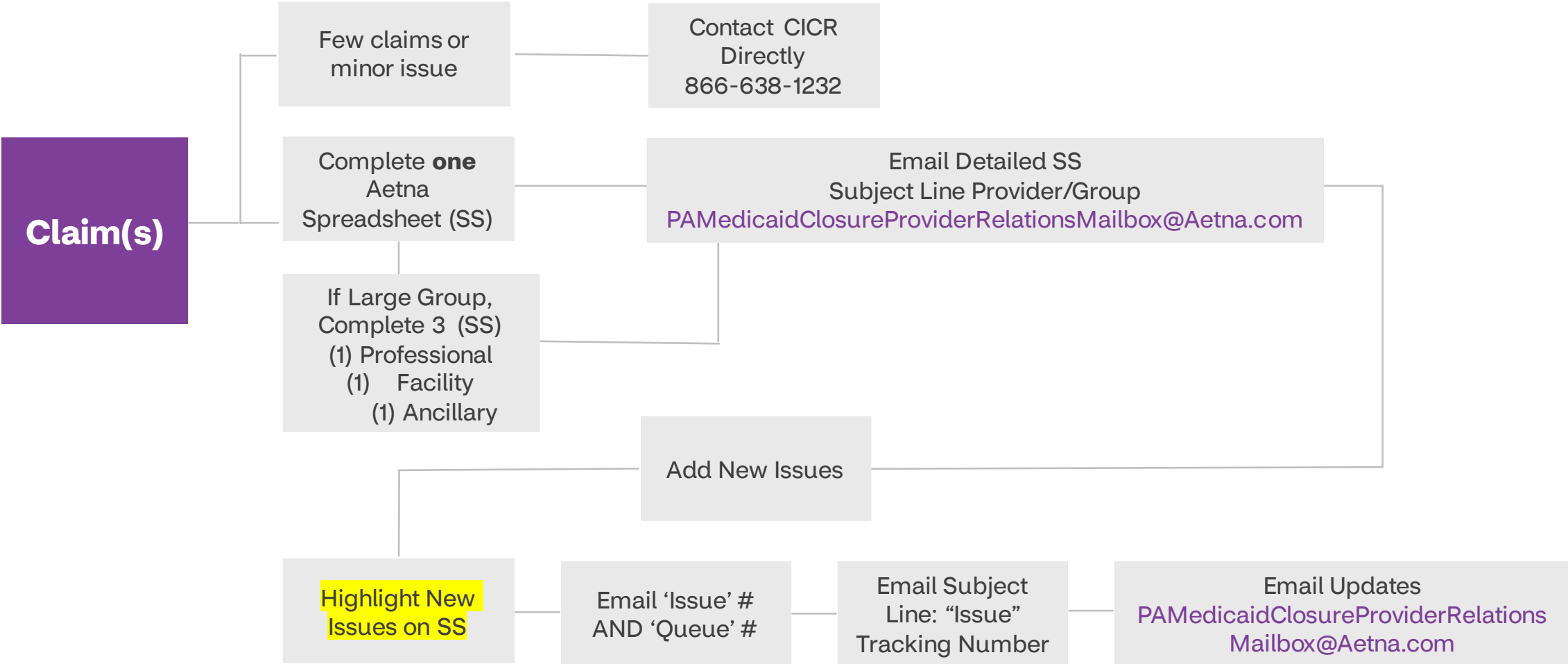
One Year of Continued Provider Service

One Dedicated Email Address

PAMedicaidClosureProviderRelationsMailbox@AETNA.com



Claim Submission Process



ABHPA Claims Spreadsheet

Pay to Name	Queue Number	Provider TIN (Optional/"Multiple")	NPI (Optional/"Multiple")	Issue #	Issue Title	Tracking/PENNIT # (If known)
				1		
				2		
				3		

Issue Type	Line of Business(s)	Claim Type	# Claims Involved	Issue Description (Details)	Expected Resolution (Details)

Contact Name	Contact's Title	Contact's Email	Contact's Phone	Extension	Aetna Rep (If applicable)	Follow-up

ABHPA Claims Spreadsheet

Pay to Name	Queue Number	Provider TIN (Optional/"Multiple")	NPI (Optional/"Multiple")	Issue #	Issue Title	Tracking/PENNIT # (If known)
				1		
				2		
				3		
				4		

[Full Issues Lists Demographics](#)

[Issue 1 Details](#)

[Issue 2 Details](#)

[Issue 3 Details](#)

[Issue 4 Details](#)

[Issue 5 Details](#)

[Issue 6 Details](#)

[Issue 7 Detail ...](#)



Pay Claim to Whom?



ABHPA Claims Spreadsheet

Pay to Name	Queue Number	Provider TIN (Optional/"Multiple")	NPI (Optional/"Multiple")	Issue #	Issue Title	Tracking/PENNIT # (If known)
				1		
				2		
				3		
				4		

Full Issues Lists Demographics

Issue 1 Details

Issue 2 Details

Issue 3 Details

Issue 4 Details

Issue 5 Details

Issue 6 Details

Issue 7 Detail ...



- **Queue Number:** Assigned after spreadsheet submission.
- **Tax Identification Number**
- **National Provider Identification Number**
- **Issue Number:** First Issue is #1 – Consecutively number additional issues.
 - Each Issue has a corresponding tab.
- **Title Issue:** Create a specific “Issue” name.
- **Tracking/PENNIT #:** If known. Claims older than 1 year from date of SS submission, not accepted.

ABHPA Claims Spreadsheet

Issue Type	Line of Business(s)	Claim Type	# Claims Involved	Issue Description (Details)	Expected Resolution (Details)

[Full Issues Lists Demographics](#)

[Issue 1 Details](#)

[Issue 2 Details](#)

[Issue 3 Details](#)

[Issue 4 Details](#)

[Issue 5 Details](#)

[Issue 6 Details](#)

[Issue 7 Detail ...](#)

- **Issue Type:** Claim, Provider, Demographic, Other
- **Line of Business:** Medicaid, CHIP, Both
- **Claim Type:** Professional, Facility, Ancillary
- **# Claims Involved:** Enter the number of claims involved with the specific Issue Number.
- **Issue Description:** Describe, in detail, specifics related to the Issue.
- **Expected Resolution:** Explain expected results, adding specifics.

ABHPA Claims Spreadsheet

Contact Name	Contact's Title	Contact's Email	Contact's Phone	Extension	Aetna Rep (If applicable)	Follow-up

[Full Issues Lists Demographics](#)

[Issue 1 Details](#)

[Issue 2 Details](#)

[Issue 3 Details](#)

[Issue 4 Details](#)

[Issue 5 Details](#)

[Issue 6 Details](#)

[Issue 7 Detail ...](#)

If you prefer, use a different contact for each "Issue."



ABHPA “Issue” Tabs

Member's Full Name	Member ID	Patient Account Number (Optional)	DOS	Group TIN	Group NPI	Provider NPI Number	Provider Name	Claim Number REQUIRED	Billed Amount	Paid Amount	Claim Status

Full Issues Lists Demographics

Issue 1 Details

Issue 2 Details

Issue 3 Details

Issue 4 Details

Issue 5 Details

Issue 6 Details

Issue 7 Detail ...

- ✓ **Member's Full Name**
- ✓ **Member ID**
- ✓ **Patient Account Number**
- ✓ **Date of Service**
- ✓ **Group TIN**
- ✓ **Group NPI**

- ✓ **Provider NPI Number**
- ✓ **Provider Name**
- ✓ **Claim Number (Required)**
- ✓ **Billed Amount**
- ✓ **Paid Amount**
- ✓ **Claim Status**

ABHPA Claims Schedule

Our Partnership

Early provider access to the spreadsheet.
Webinar Attendees will be emailed a spreadsheet.

For additional spreadsheet requests email
PAMedicaidClosureProviderRelationsMailbox@AETNA.com

Spreadsheet Access: ASAP
Earliest Submission Date: September 1, 2022



Questions

Aetna Better Health of Pennsylvania

Medicaid Closure —————> August 31, 2022

How do I become an Aetna Better Health Kids CHIP provider?

Visit AetnaBetterHealth.com/Pennsylvania & complete the application.

Will the credentialing process be the same?

Yes, credentialing will be facilitated in the same manner as you are using presently.

How long will Medicaid wind-down procedures be active?

A dedicated Aetna wind-down team will be in place for 1 year.

Where do I find answers to State-related questions?

[HealthChoices Tool Kit](#)

[Provider Quick Tip](#)

[Provider FAQs](#)

[Single Case Agreement](#)

Aetna Better Health of Pennsylvania

Monthly Provider Education Webinar
Medicaid Claims Processing Up-Date

August 31, 2022 at 11 a.m.



A New Road Ahead

With you Every Step of the Way

