

Spring 2022 Provider Newsletter

Thank you for being a participating provider in the Allina Health | Aetna network. As we continue to grow and expand our products and services in Minnesota, we also want to keep our providers well informed by highlighting key changes in plans, policy and procedural trends to help improve how our customers do business with us.

New CEO



Allina Health | Aetna is proud to announce the selection of our new CEO Robert Wieland. Dr. Wieland was the former Allina Health | Aetna Chief Medical Officer.

As CEO, reporting to the Allina Health | Aetna Board of Directors, Dr. Wieland will lead the executive leadership team in setting the overall strategic direction for the health plan's Medicare and Commercial business segments. Dr. Wieland will also be responsible for the growth of our health polio, clinical medical management, and innovation of new products.



March 2022 Q1 OfficeLink Updates

We realize many changes in healthcare can affect your practice. The March OfficeLink has several 90 Day Notifications updates that require your attention. Click this [LINK](#) to be routed to the latest edition of OfficeLink.



Provider Service Call Center

In recent months there have been new hires and turnover in our call centers. If you experience unsatisfactory services with a believe the representative, ask to speak immediately with a Call Center manager. You have the right to make the request and the representative is obligated to fulfill the request. If the representative refuses, collect the representative names, reference number for the call and send those along with the member's information and date of the call to your Network Relations team at: AllinaJVNetworkRelations@AETNA.com



Commercial ID Card Changes

Beginning in late March, our family and individual style ID cards have a new look. The new format includes medical deductible and out of pocket information for both in and out of network services. These changes are a result of the “No Surprises Act” to reinforce our commitment to provide members clear, transparent information related to their health care costs and benefits.

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Performance Go Plus

Open Access Managed PPlus

Plan Sponsor Name Line One

| | | | |
|--------------|-----------------|--------------|------------------|
| PAYER NUMBER | 12345 0745 | BIN# | 610502 |
| CLM SUBM# | 123456-111-0000 | | |
| ID | W1234 56789-01 | | |
| NAME | JENNIFER SAMPLE | | |
| CARE TYPE | POS | SERVICE TYPE | MEDICAL BENEFITS |

PCP CODE NO ELECTION REQUIRED

| | | |
|-----------------|-------------|---------------|
| RX GROUP NUMBER | 0000 - 0000 | PHARMACY PLAN |
|-----------------|-------------|---------------|

www.allinahealthaetna.com PAYER NUMBER 54398 NNNN

Aetna performs administrative service for Allina Health Aetna. The primary care physician copay is for any primary care doctor in the network. The specialist copay is for all other doctors in the network. Referrals are not required. However, some services may also require precertification. Without pre-approval, you may pay more or even full price. For mental health or substance abuse pre-approval or coverage questions, call 1-800-424-4047. See your plan documents for information on your plan requirements. In an emergency call 911 or go to the nearest emergency room. Note: This card does not guarantee coverage.

Legal Entity Prints Here
P.O. BOX 981106
EL PASO TX 79998-1106

| | |
|--------------------------|----------------|
| MEMBER/PROVIDER SERVICES | 1-888-888-8888 |
| RX MEMBER SERVICES | 1-888-792-3862 |

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NAP PreferredOne

Product Name Prints Here
Product Name Prints Here

PLAN SPONSOR NAME LINE ONE
PLAN SPONSOR NAME LINE TWO

| | | | |
|--------------|----------------------------|--------------|------------------|
| PAYER NUMBER | 54398 0076 | BIN# | 610502 |
| CLM SUBM# | 111111-011-00001 | | |
| ID | | | |
| NAME | JONATHAN Q SAMPLE-TESTCARD | | |
| CARE TYPE | POS | SERVICE TYPE | MEDICAL BENEFITS |
| PCP | \$ 25.00 | NTMK SPCLST | \$ 40.00 |

PCP CODE NO ELECTION REQUIRED

| | | |
|-----------------|-----------|------------|
| RX GROUP NUMBER | 0067-0000 | PHARMACY P |
|-----------------|-----------|------------|

www.allinahealthaetna.com PAYER NUMBER 54398 NNNN

Aetna performs administrative service for Allina Health Aetna. You do not have to choose a primary care doctor. Referrals are not required. However, some services may also require precertification. Without pre-approval, you may pay more or even full price. For mental health or substance abuse pre-approval or coverage questions, call 1-800-424-4047. See your plan documents for information on your plan requirements. In an emergency call 911 or go to the nearest emergency room. Note: This card does not guarantee coverage.

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| RX MEMBER SERVICES | 1-888-792-3862 |



Provider Onboarding Center

You spoke and we listened! In addressing the concerns about navigating through and understanding the features within the Provider Onboarding Center provided an opportunity for us to create a “Quick Reference Guide” on the usage of basic features and functionality of the center. You can find a copy of the guide located on our website at AllinaHealthAetna.com under the provider tab or just follow this [LINK](#).



Critical Access Hospitals and Rural Health Rate Letter

To remind our, Network providers of their responsibility to submit their most current CMS - IRL/FI Letters timely to the Allina Health | Aetna Network Managers. It may take up to 45 days to load these new rates, so it’s extremely important to get the letters to your assigned Network Manager as soon as you receive that letter from CMS.



Medicare Appeals

Availity currently does not support the submission of Medicare appeals. If you have a Medicare appeal, review the appeals process and the appropriate form to use at this [LINK](#).



Medicare 100-Day Refill

As of January 1, 2022, Allina Health Aetna Medicare Advantage Part D individual members may fill up to a 100-day supply at network pharmacies (including mail order). Previously the limit was a 90-day supply.

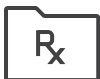
What you should know

- Applies to prescription medications on drug Tiers 1, 2, 3 and 4. Tier 5 continues to be up to 30-day supply.
- State and federal quantity limitations still apply.
- Not all medications can be dispensed as a 100-day supply option, including unbreakable packages like inhalers, vials or tubes.

Reminder for prescribers:

- Some drugs such as antibiotics or pain meds are typically not needed for long duration so extended supplies may not be appropriate.

We encourage prescribers to write a prescription for up to a 100-day supply for maintenance medications for Allina Health Aetna Medicare Advantage Part D individual plan members.



HEDIS and Retro Chart Review

People can easily compare the quality of our plans to their plans using Quality Report Cards. The report cards use a standard set of measures called the Healthcare Effectiveness Data and Information Set (HEDIS).*

The National Committee for Quality Assurance (NCQA) developed the HEDIS measures. NCQA is an independent, nonprofit organization. Its goal is to improve health care quality.

As part of Allina Health | Aetna's HEDIS data collection efforts, participating provider may receive requests from Aetna staff or contracted representatives of Aetna to provide medical information certain members. We send this to providers with a cover letter that explains what they need to do and were to send the information requested.

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).



Patient Surveys – CAPHS (Consumer Assessment of Health Providers) or HOS (Health Outcome Survey)

Allina Health | Aetna's Medicare Stars and Risk Adjustment team has created a guide to assist providers when their patients are surveyed by CMS. You can find a copy of the guide located on our website at AllinaHealthAetna.com under the provider tab or just follow this [LINK](#).



Allina Health | Aetna Fee Schedules

The 90-day fee schedule notifications will be sent out on May 1, 2022 with an effective date of August 1, 2022. All questions should be directed to: AllinaJVNetworkRelations@AETNA.com.



Availity System Issues

Providers can now submit EDI issues themselves using the public “Contact Aetna” feature at this [LINK](#).



Cardiovascular Beta Blockers Campaign

A campaign is targeting members with heart failure or myocardial infarction who are currently not taking a beta blocker and members with heart failure who are currently taking beta blockers, but the dose is lower than guideline recommendations. Medicare members and their Primary Care Physician are encouraged to close this important care gap. The campaign started January 24th, 2022, so look for that communication.

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