



Fall 2021 Newsletter



Message from Britta Orr

Chief Medicare Officer of Allina Health | Aetna

Fall has always been my favorite season. As far back as I can remember each fall held a sense of anticipation. Who would be my teacher? What would I be for Halloween? How much snow would we get and how soon? I still live those quintessential fall moments through my kids, but now I also have the pleasure of anticipating the Medicare Annual Enrollment Period and sharing all the hard work my team has done to support our current and future members. As Allina Health | Aetna heads into our fourth AEP, we are more excited than ever...

...to be reengaging with seniors in their homes and in the community.

With the help of vaccinations and COVID protocols our agents, brokers and member advocates are back at the kitchen table, the local library or the nearby CVS HealthHUB discussing the ABCDs of Medicare. We are making personal connections to simplify the enrollment process and help people understand their coverage options.

...to be awarded 4.5 Stars by CMS for our 2022 plan quality rating.

After three years of operations, we are extremely proud to debut a 4.5-Star Rating for our first official CMS quality score in 2022. This is a testament to our strong Medicare plan performance and the truly effective partnership we have with our providers. Thank you for the role you play in delivering high-quality, seamless care to our Allina Health | Aetna Medicare members every day.

...to introduce new benefits that will lower patient costs and drive value in Medicare Advantage.

When we launched in 2019, we set out to disrupt the Minnesota Medicare market in a positive way. To offer differentiated benefits that could help Medicare beneficiaries live healthier lives at a lower cost. In 2022, we are continuing that commitment through several unique or enhanced offerings including:

- Decreased member out-of-pocket costs as low as \$2,800;
- Increased dental allowances up to \$2,250;

- A debit card on our Plus plan that will be loaded with \$100 each quarter to be used toward in-network copays for certain medical services such as specialty care;
- A \$20 Part B premium giveback on our Eagle plan, a product designed with Veterans in mind;
- \$0 copays for Tier 2 drugs on all our plans;
- Lower insulin costs on our Elite plan through the Part D Senior Savings model;
- Expanded telehealth coverage that will continue to include primary care, urgent care, and mental health services but also add specialty care provided by a doctor for 2022;
- A personal emergency response system for our Elite plan members;
- Nicotine Replacement Therapy through our over-the-counter benefit on all plans; and
- \$0 cost shares on select benefits on all plans including primary care visits and labs as well as A1c, urine protein and COVID-19 testing and diabetes eye exams including retinal photo.

It is an honor and a privilege to serve Minnesotans on Medicare each fall and each year. I know you feel the same and hope you are as excited as I am for what's ahead in 2022.



Medicare Advantage COVID-19 Vaccine and Monoclonal Antibody Products Billing Update

Beginning January 1, 2022, Aetna® will pay for COVID-19 vaccines (including approved booster doses) and their administration with no member cost share. In addition, Aetna will also pay for administering monoclonal antibody products to treat COVID-19 beginning January 1, 2022.

This update applies to your Medicare Advantage patients. Currently, the government pays for the vaccine, its administration and monoclonal antibody therapy. Starting January 1, you should bill us, not Medicare.



Availity - Clinical Questionnaire

Effective 08/30/21, Aetna expanded the use of their clinical questionnaire to support hip & knee arthroplasty procedures. The clinical questionnaire is an Aetna-hosted tool accessible through our provider portal on Availity. The questionnaire is a dynamic form used to collect clinical information in support of certain procedures. It supports both inpatient and outpatient requests. Allina Health | Aetna first introduced the clinical questionnaire in July in support of cataract surgery requests.

- **Providers will see a button to take them to the questionnaire.** Clicking the button opens the questionnaire in a new tab. After the provider completes it, they'll receive either an automatic approval, or the request will pend for additional information.
- If providers receive an automatic approval, they don't need to do anything else.

- If the authorization requires additional information, the provider will receive this message: *“THIS PRECERTIFICATION REQUEST REQUIRES ADDITIONAL INFORMATION PLEASE FOLLOW THE TRADING PARTNER INSTRUCTIONS TO COMPLETE A QUESTIONNAIRE FOR THIS REQUEST”*.
- The provider may upload additional clinical information from the Availity Auth/Referral Dashboard or by completing an Authorization Inquiry transaction.

September 8, 2021: We made a change to how we handle cataract surgery requests when you request procedures for each eye with different dates. We had told you about a workaround to get both requests accepted electronically. We changed how we handle procedure dates. You no longer need to follow our suggested workaround. You may submit two separate requests – one for each eye – with different dates.

Aetna offers special live webinars on how to use the authorization transaction and clinical questionnaire on Availity, and providers can register for the monthly webinar at <http://www.aetnawebinars.com/>.



Provider Acquisition and Mergers

Are you undergoing an acquisition or a merger? It is paramount to notify your assigned Allina Health | Aetna Network Manager as soon as possible. No need to fill out a new application! Just send an email to: AllinaHealthAetnaNetworkTeam@AETNA.com

Please include the following documents:

- The organization or group name
- Old/New TIN Number
- Old/New Service locations
- Copy of new W9 (group or individual)
- Roster of Physicians (if applicable)

The Contract Manager will reach out to you if additional information is needed or when your request has been completed.



Provider Demographic Data Updates

Availity is Allina Health | Aetna’s preferred portal for updating provider demographic information. Providers are encouraged to utilize Availity to update information such as:

- New service location to an existing physician under a contracted TIN or NPI
- Change or update an address
- Update email address, phone or fax numbers
- Change status of “accepting new patients or office hours”

- Specialty, hospital affiliations or language
- Name change or gender
- Telemedicine indicator or board certification

Providers no longer need to contact the Provider Service Center or Network for these update types.



ERA/EFT Availability Tool

We're pleased to introduce you to our new tool for electronic remittance advice (ERA) and electronic funds transfer (EFT) enrollment requests and changes. Use Payer Enrollment Services to enroll in or make changes to ERA, EFT or both. Please use this tool since we've stopped using CAQH's EnrollHub® tool.



Provider Training Webinars

It's important to us that our customers stay abreast on educational tools being offer via Aetna's interactive webinars. These webinar online resources were created especially for providers. Register today for these webinars at <https://aetna.com/webinars>.

- **Availity:** The First Tuesday of every month from 2:00 PM to 3:30 PM EST
- **Provider Manuals, Clinical and Payment Policies:** Second Tuesday and third Wednesday of every month – 1:00 PM to 2:15 PM EST
- **Authorization and Precertification:** Second Wednesday of every month from 2:00 PM to 3:15 PM EST
- **Claims Management:** Third Thursday of every month from 2:00 PM to 3:15 PM EST



Adding New Practitioners

Allina Health | Aetna made it easy for you to access the application request form for adding a new practitioner. Using the following [LINK](#) will take you directly to the request form. Completing the form acknowledges that you have a completed physician application in CAQH or MCC. Allina Health | Aetna would like to remind you of the importance of answering the following question with a **"YES"**.

* MINNESOTA APPLICANTS:

ARE YOU APPLYING FOR THE ALLINA HEALTH | AETNA JOINT VENTURE NETWORK?

Yes No

Google Chrome is the preferred platform for submission. You may experience errors when using other platforms.



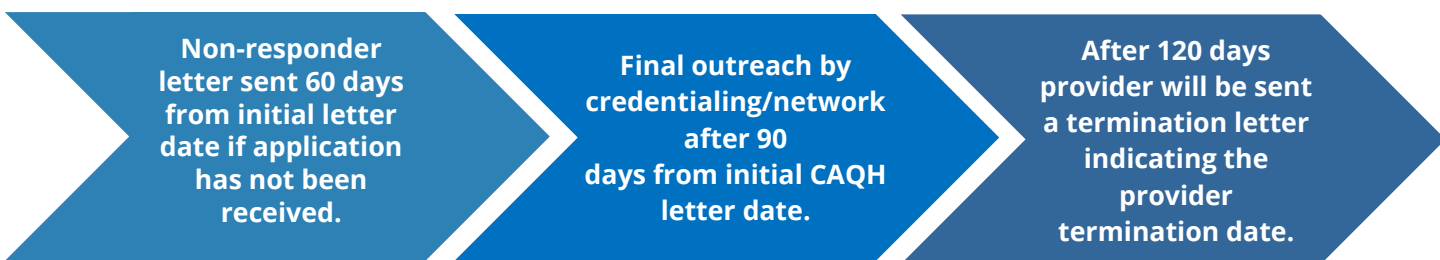
Credentialing Status

Network Relations team no longer has the resources to be used for credentialing status. To obtain credentialing status, immediately begin contacting the **Credentialing Customer Care team at 1-800-353-1232**.



CAQH- Recredentialing

Allina Health | Aetna would like to remind credentialing staff that notification letters for re-credentialing are generated via "Council for Affordable Quality Healthcare, Inc." (CAQH). These notification letters are also generated by CAQH for providers utilizing "Minnesota Credentialing Collaborative" (MCC) system. You will need to go into MCC to update/re-attest information otherwise additional letters will be sent. These notifications are extremely important and immediate action should be taken to avoid any disruption in your physician's participation in our network. No response will end in termination.



Medicare Payment Card 2022

[Introducing Allina Health | Aetna Medicare Payment Card](#)

Beginning in January 2022, this card can be used by members of the Allina Health | Aetna Plus plan (H3219-001) to pay for in-network co-payments with member's Primary Care Physician (PCP), specialist and other services' medical copays. Each quarter, members will receive \$100 loaded to their payment card. The amount won't exceed \$400 per year. Funds don't rollover. Any unused funds will expire at the end of each quarter. Once their card is activated, the member can use this card the same way they would use any debit or credit card and can be used by providers that accept Mastercard®. Simply swipe to pay for eligible copayments. Debit or credit can be chosen. If credit is selected, a PIN won't be needed to complete the transaction. If debit is selected, the member will need to enter their PIN to complete the transaction. If they

don't have the card at the time of the visit, they can request a manual reimbursement later. If there are not enough funds to cover the total copay, the member can pay it out of pocket. Then the member can request a manual reimbursement later for the portion of the remaining balance of their card. Another option is, if the member knows the card balance, the provider may be able to split the amount. Then the member can use the card to pay for a portion of the copay with their payment card and then pay out of pocket for the balance to the provider.

What if the card doesn't work or is declined?

There are a few reasons why the card may not work:

- Make the sure card is being used for copayments only.
- The card wasn't activated. The member can activate their card by calling the number on their activation sticker at 1-877-261-9951 (TTY: 711) to activate and then trying the transaction again.
- The expense may not be eligible under their plan. The member should go to back to their Explanation of Coverage.
- The member may not be in an eligible plan as listed here: 1 plan (H3219-001)



September OfficeLink

September's OfficeLink has some very important 90-day notice reminders that our providers should know about. For your convenience, utilize the link below to access the notices and stay abreast on the policies or procedural changes that may apply to your practice.

aetna.com/health-care-professionals/newsletters-news/office-link-updates-september-2021.html



Second Annual AHA Network survey

Allina Health | Aetna is pleased to announce our second annual Network Management survey is coming in late October. The survey will be sent to Office Managers, Payers, Billers and Credentialing staff; however, we deal with many members of our provider's staff every day and value their opinions too, so we encourage their participation in taking the survey. Allina Health | Aetna respects any feedback and will do all it can to use the feed to continue growing our business with you. Thank you for the opportunities to serve you!



Thank You and keep in touch!

The Allina Health | Aetna Network Management newsletter is an additional resource used to keep our providers informed on important updates and changes. Aetna OfficeLink Updates and Provider Manuals should continue to be used as your primary resources for information.

The Network Relations team, Juanita Wilson and Jeremiah Gossett, are there to assist you if the Provider Service Call Center is unable to resolve your concern. You may direct inquiries to: AllinaJVNetworkRelations@AETNA.com.

Allina Health | Aetna is the brand name used for products and services provided by Allina Health and Aetna Insurance Company. Health plans are offered, insured or administered by Allina Health and Aetna Insurance Company (Allina Health | Aetna). Allina Health | Aetna is an affiliate of Aetna Life Insurance Company and its affiliates (Aetna). Allina Health | Aetna has sole responsibility for its products and services. Aetna provides certain management services to Allina Health | Aetna.

allinahealthaetna.com
Allina Health | Aetna
1550 Utica Avenue South
Suite 250
St. Louis Park, MN 55416