

Winter 2023 Provider Newsletter

As we continue to expand in the Minnesota market, our goal is to keep our provider customers well informed on changes that may impact them in some way and help enhance how they conduct business with us. This newsletter edition highlights some important key plans, policies, and procedural updates our customers have a need to know about.

New Lead Director of Network Development



Allina Health | Aetna Network Management is proud to announce That Mike Lenz has joined our health plan again. He is our new VP, Network Management at Allina Health | Aetna.

Message from Mike:

Allina Health | Aetna would like to thank our provider partners who took the time to provide feedback during our recent survey. We recognize that this is a challenging time in our industry and Allina Health | Aetna is committed to making working relationships with our provider community more efficient and the feedback we received helps us to pinpoint areas we can improve. Do not hesitate to reach out to our teams so that we can work together to deliver high quality health care and service to our members and your patients. Thank you!



Credentialing Announcement

Starting January 1, 2023, Aetna will no longer accept credentialing applications from the Minnesota Credentialing Collaborative's (MCC). Minnesota providers will be required to use the Council for Affordable Quality Healthcare (CAQH)ProView™ for initial credentialing and recredentialing activities. This change will accelerate provider onboarding, which means you can begin seeing patients as 'in-network' faster. We encourage you to register [CAQH ProView™](https://proview.caqh.org/), so there are no interruptions within the Allina Health | Aetna network. Register online at <https://proview.caqh.org/Login>. You may contact CAQH Help Desk at 888-599-1771, available Mon-Thurs: 6AM-8PM, Fri: 6AM-6PM (CST).



Availity Demographic Updates

Availity is the preferred solution for making provider demographic data updates. You can access the Provider Data Management tool by going to “My Providers” then click “Provider Data Management”. It’s that easy. You can verify your physician’s information, or make updates including name, address, phone number, office hours, etc. Availity will display quarterly notifications reminding you to attest your information.

Benefits of updating with Availity

Availity helps keep your data accurate and up to date which helps our members to easily connect with our participating providers practices. Benefits of keeping your data accurate:

- Listed in our provider directories
- Potential claims **payment delays**
- Notifications on important updates and information when needed. **Make sure your email address in Availity is current.**

In addition to keeping your directory information up to date, the Availity portal:

- Allows you to share information with other payers, reducing phone calls to your office
- Shows you pre-populated information that payers are listing in their directories, making it easier for you to review or correct

Join us for a free webinar

Sign up for our Working with Aetna on Availity® webinar to learn more about the Provider Data Management tool. It’s offered the first Tuesday of every month, from 1 PM to 2:15 PM CST. We’ll also cover how to navigate Availity, including using other tools and transactions. Go to [Aetnawebinars.com](https://aetnawebinars.com) to get more information and register.



Medicare Member Wellness Visit and Physical

Just as a reminder, our Medicare members benefit plans include both an annual wellness visit and physical **once per calendar year!** These are two separate benefits our members qualify to have each year. It is important to us that our members have the opportunity each year to utilize this liberating benefit design, so please make your schedulers aware of this unique benefit under the Allina Health | Aetna Medicare Advantage plans. There is no need to wait 365 days to schedule their next wellness visit or physical.

Medicare Annual Wellness Visit and Comprehensive Preventive Exam (AWV + CPE) – Both FREE for Allina Health | Aetna members!

AWV + CPE can be a helpful tool for improving care quality and containing costs within a primary care setting that prioritize engagement, utilization management, and care coordination.

AWVs and CPEs are associated with:*

- Significant improvement in the use of preventive services and a reduction in total healthcare costs
- Rates of falls and depression screening were 70% higher
- Improved A1C scores
- Increased use of preventive services including breast cancer screening, colorectal cancer screening and tobacco screening with cessation interventions
- Documentation of all chronic conditions are more likely to be captured when both AWV + CPE visits are performed

Health care cost:*

- Beneficiaries with complex health conditions showed a reduction in acute care spending
- Hospitalizations for this group tended to have lower severity

*Source: <https://www.medicare.gov/coverage/yearly-wellness-visits>



Debit Card – Allina Health Aetna Medicare Plus

Which plan includes the Payment Card?

Only the Allina Health | Aetna Medicare Plus Plan

Why is this an important part of the plan?

Medicare members often forgo important provider services because they can't afford the copay.

How can Plus plan members use the card?

The Allina Health | Aetna Medicare Payment Card is administered by our partner PayFlex® and is used like a debit card. It can be used to pay INN and OON copays and coinsurance for covered medical services, **excluding**:

- Prescriptions
- Vision
- Dental
- Hearing
- Services provided outside of the U.S.

What else do you need to know about the card?

- The allowance amount is \$100 per quarter, with a \$400 per year maximum
- **Amount charged by provider must be equal to or less than the card balance**
- Quarterly allowance amounts do not roll over; any unused amounts will be forfeited





Concurrent Review - Anna

November 1st, 2022, Skilled Nursing Facilities are required to use Anna for concurrent review of stays in their facility. This applies to Allina Health | Aetna as well as Aetna. You can find the announcement at this [LINK](#). There are different options that you can interact with Anna.

1. Integrate into Anna directly from EMR. -no nurse or admin will have to load patients, saves time
2. SNF uploads directly into Anna
3. Fax their documents to Anna instead of Aetna

To sign up with Anna, please email: Networkdevelopment@paanalytics.com

For questions, please email: PAAQuestions@aetna.com

Once signed up, you can login at this [LINK](#).



Silver Sneakers Impacts Patient Health

A start of a new year is a great time to educate your Medicare Advantage patients about the fitness benefits offered through SilverSneakers®. With fitness classes, access to gyms, live virtual classes and more, your patients have the freedom to find fitness solutions right for them. Encourage your patients to visit: tools.silversneakers.com to learn more.

Member participation in Silver Sneakers program is encouraged due to the great mental and physical benefits from use of the program that is demonstrated at this SilverSneakers [LINK](#). We need your help in reminding our members of these beneficial benefits that can assist them on their way to experiencing better overall health.



Digital UM/Authorization Letters

As of May, all providers can view their authorization status letters on Availity. Throughout this year, we'll continue to digitalize all our paper authorization letters. As they are completed, we'll make them available on Availity and cease mailing paper copies.

Access to digital letter

If a digital letter associated to an authorization status is available, it can be accessed from the Authorization dashboard.

Authorizations not initiated on Availity

For authorizations not submitted on Availity, you'll continue to receive a paper copy of the letter in addition to being able to access a digital version on Availity.

Preventive Health Reminder

Start the year right! We strongly encourage our network providers to engage our membership to have their annual wellness visit plus any other needed preventative services. This is also a great time to review our membership's medication to make sure they are current on their fills.

View coverage and benefits

Plan benefits can be reviewed through the following [LINK](#). Also, you can scan the QR code on the back of the member ID card.

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