



Aetna Better Health® of Louisiana

# AETNA BETTER HEALTH®

d/b/a Aetna Better Health of Louisiana

## Policy

Policy Name: Unlicensed Staff Provider Requirements	Page: 1 of 2
Department: Administration	Policy Number: LA_032020_Unlicensed Providers
Subsection:	Effective Date: 08/04/2020
Applies to: ■ Medicaid Health Plans	

### PURPOSE:

Aetna Better Health of Louisiana requires unlicensed staff of provider organizations rendering and receiving reimbursement for Mental Health Rehabilitation (MHR) services to obtain and submit National Provider Identifier (NPI) numbers to the MCO, as well as documentation verifying the unlicensed staff meets all qualifications and requirements for providing mental health rehabilitation (MHR) services established by law, rules, regulations and the Medicaid Behavioral Health Service Provider Manual, inclusive of MHR services, prior to reimbursing agencies for services provided by these staff.

### STATEMENT OF OBJECTIVE:

Before services may be rendered to enrollees by unlicensed staff for Mental Health Rehabilitation (MHR) a provider must:

- Obtain and submit a National Provider Identifier (NPI) to Aetna Better Health of Louisiana
- Submit all qualifying documents allowing for services to be provided to enrollees including certificates of degree, diploma, training certificates and any other certification required to perform MHR services as identified in the Behavioral Health Services Provider Manual.

Once an unlicensed professional's credentials and certifications have been validated, a provider will receive notification from Aetna Better Health of Louisiana that they have been successfully added to our network and can now submit claims. Additionally, an orientation will be provided to the unlicensed provider on Aetna better health resources and any billing requirements that apply.



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For a claim to be considered by an unlicensed provider for MHR services the provider must:

- Include the rendering provider’s NPI in box 24J of the HCFA 1500 form (see below)

The image shows a portion of the HCFA 1500 form, specifically box 24. The columns are labeled: A. DATE(S) OF SERVICE (From MM DD YY To MM DD YY), B. PLACE OF SERVICE, C. EMG, D. PROCEDURES, SERVICES, OR SUPPLIES (OPT/HCPCS MODIFIER), E. DIAGNOSIS POINTER, F. \$ CHARGES, G. DAYS OR UNITS, H. EPST/ Rptg Plan, I. ID. QUAL, and J. RENDERING PROVIDER ID. #. A red arrow points to the 'NPI' field within box 24J.

- Note that any claim received by Aetna Better Health of Louisiana will be denied if the rendering provider’s NPI number is not on the claim OR if the rendering provider (licensed or unlicensed) is not credentialed with Aetna Better Health of Louisiana.

### DEFINITIONS:

NPI	The National Provider Identifier (NPI) is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. To apply for an NPI number visit: <a href="https://nppes.cms.hhs.gov">https://nppes.cms.hhs.gov</a>
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### LEGAL/CONTRACT REFERENCE:

[Louisiana Department of Health managed care contract section 7.6.3.3](#)

[Office of Behavioral Health Behavioral Health Services Provider Manual – Section 2.1 Provider Requirements](#)

<u>Review/Revision History</u>	
7/1/2020	Initial draft
8/4/2020	Approved by State Review on 8/4/2020.