



This newsletter is the first for Aetna Better Health of Louisiana in integrating behavioral health and physical health components. Specifically dedicated for our providers, this newsletter will disseminate updates, resources, and articles for our providers. Additionally, it will be a place where you can share your voice. If you are interested in contributing to the newsletter, have ideas or suggestions, or you and your organization are interested in partnering with primary care organizations to integrate behavioral and physical health to treat the whole person, please contact Brian Guess at GuessB@aetna.com.

A MESSAGE FROM THE COO

Dear valued providers,

Welcome to our new integrated provider newsletter. As Aetna Better Health of Louisiana focuses on integrated care, we wanted to put all of our provider resources into one place. Through the coming year, we will be enhancing value-based contracting around integrated collaborative care, increasing our provider education around integration with a three-month educational series that will be repeated quarterly, and working with you to support your practices through the integration continuum.

We hope you are doing well. Please encourage your patients to get the COVID vaccine and return to routine well care and preventive screenings.

We look forward to our continued to partnership.

Warmly,
Dr. Madelyn Meyn

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The behavioral health (BH) & applied behavioral analyst (ABA) provider monitoring teams

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Act 503, approved provider types for CPST and required documentation

Due to Act 503, the statutes regarding community psychiatric support and treatment (CPST) and psychosocial rehabilitation (PSR) services within the Medicaid program will be amended, and the definitions for CPST and PSR were revised to provide a clear distinction between the two services. The definitions are as follows:

- **CPST:** focuses on clinically oriented service components (i.e., assessment, treatment planning, counseling, and clinical psychoeducation) to address individualized mental health needs
- **PSR:** focuses exclusively on skills-building components to promote independent functioning as supportive interventions

Effective January 1, 2023, Act 503 will allow the following provider types to administer CPST:

- Provisionally licensed professional counselor (PLPC)
- Provisionally licensed marriage and family therapist (PLMFT)
- Licensed master social worker (LMSW)

- Certified social worker (CSW)
- Psychology intern

Criminal justice has been added as an allowed degree type for providers facilitating PSR services.

Based on these changes, Aetna Better Health of Louisiana requires MHRs providing CPST and PSR to resubmit their staff information and appropriate documentation as listed below.

The following documents will be needed for the expanded provider types:

- Copy of diploma (for provider facilitating PSR services)
- Copy of provisional license
- Copy of current first aid card
- Proof of negative TB test
- Transcript (if diploma is not available)
- Proof of supervision/board certified supervisor

A request for documentation letter will be coming soon. Please be on the lookout for it.



SELF-CARE

Addressing burnout, anxiety and self-care in the age of COVID-19

By Rama Ayyala, MD – Diagnostic Imaging

Ayyala, R. (August 2, 2022). **Addressing burnout, anxiety, and self-care in the age of COVID-19.** www.diagnosticimaging.com/view/addressing-burnout-anxiety-and-self-care-in-the-age-of-covid-19

I have been struggling. I have previously been open about my experiences with professional burnout. While I have made significant changes that have helped me over the years, it is a continuous battle with a combination of work and life stresses as contributors. My burnout has not been cured, and I am constantly struggling to manage it.

I am not alone. We need to recognize that many of our colleagues are also struggling and may feel ashamed to openly acknowledge this. My personal story is only a single experience among countless others from health-care workers across all disciplines. What we have all endured over the past two and a half years has challenged us in ways we never previously considered. Our lives before 2020 will never return. We need to embrace (or at least come to terms with) our “new normal.” This is especially true for health-care workers. Burnout was a significant issue prior to the onset of COVID-19 but it has become more critical since 2020.

While we now have effective vaccines and some helpful treatments, the COVID-19 pandemic has created increased stress and anxiety related to the unknown long-term effects of infection and the uncertainty that each new disease wave brings. The dual impact of sick coworkers and people leaving the workforce has created critical shortages of staffing among physicians, technologists, nurses, and other staff members. The constant uncertainty about staffing has compounded the strains on our workforce, causing individuals to be pushed to the limits to provide optimal patient care. This is all in addition to the omnipresent background of national and global issues such as gun violence, political unrest, endangered protections of rights for females and LGBTQ+ communities, climate change and war. All of these issues, in addition to the constant health concerns, can be significant unseen burdens harming our colleagues.

Through my personal journey, I have explored ways to cope with my stress, anxiety, and ongoing struggles. I am still learning and adapting to what works best for me. One of the most helpful things is sharing my experiences. I have done this to help others recognize they are not alone, and to create awareness about these issues to mitigate associated stigma.



Monkeypox: know the facts

As a viral disease in the same group of viruses as smallpox and cowpox, monkeypox isolated from a colony of monkeys in the 1950s. As research progresses, other animals have been found to be susceptible and capable of spreading monkeypox, including various breeds of squirrels and rats. Researchers recorded the first human case of monkeypox in 1970 in Africa and the first case in the United States in 2003. It more recently became a public health emergency in August earlier this year.

How does it spread? Animal-to-human transmission occurs by direct contact with the blood, bodily fluids, and infected areas of an animal with monkeypox. This can occur while hunting, trapping, and processing the infected animals. Small animals can carry the infections sometimes without apparent symptoms. Human-to-human transmission can result from close contact with the infected person. This can include:

- Intimate physical contact: anal and vaginal sex, kissing, hugging, massaging
- Prolonged face-to-face contact while talking, coughing, or sneezing
- Touching fabrics and objects (clothing, towels, bedding) used by someone who is infected
- During pregnancy to the fetus through the placenta

Who is at risk? While many of those affected at the start of the outbreak have identified as gay, bisexual, and men who have sex with men, anyone who has been in close contact with someone who has monkeypox can be susceptible.

What does monkeypox look like? Symptoms are similar to smallpox, although monkeypox is noted to be clinically less severe and less contagious than smallpox. Monkeypox is rarely fatal. More than 99% of people who contract the virus are likely to survive. Symptoms can last anywhere from 5 to 21 days and are experienced by most people in two sets:

- The first set of symptoms occur for about five days and can include:
 - Fever
 - Headaches
 - Muscle aches
 - Swollen lymph nodes
 - Low energy levels

- Once infected, a few days after having a fever, a rash typically appears. The rash can look like pimples or blisters, and can appear on many parts of the body, including the face, chest, palms of the hands, soles of the feet, inside the mouth, and on the genitals and/or anus.

It is possible to experience all or only some symptoms. Sometimes, flu-like symptoms occur before the rash forms. Some people get a rash first followed by other symptoms, while some only experience a rash with no other symptoms.

Is there treatment? While research is still ongoing, a couple of vaccines are available as of August 2022: the JYNNEOS vaccine, known as Imvanex, includes two shots with complete vaccination after two weeks after the second shot. Another vaccine, ACAM2000, approved for smallpox in the U.S; comes as one shot, and a person is considered fully vaccinated after four weeks of receiving the vaccine. Free vaccines are currently available, by appointment only, through federally qualified health centers in Louisiana, which can be found at: <https://ldh.la.gov/assets/oph/Center-PHCH/Center-PH/immunizations/LouisianaVaccinationSites.pdf>.

Preventing the spread of monkeypox. While vaccination is important, other steps are still encouraged to prevent the spread of monkeypox, including: washing your hands frequently; avoiding intimate and skin-to-skin contact with someone who has monkeypox; trying not to touch clothing, bedding, or materials touched by someone who has monkeypox; and staying up to date on information and research concerning monkeypox.

Sources:

- Center of Disease Control and Prevention. Monkeypox. Atlanta, Georgia. 2022.
- Lennon, A. (August 9, 2022) **New monkeypox symptoms identified in current outbreak: what to know.** Medical News Today.
- Pelc, C. (July 27, 2022) **Monkeypox: why it is now a health emergency, and how to avoid infection.** Medical News Today.
- Pennsylvania Department of Health. **What you need to know about monkeypox.** Hattiesburg, Pennsylvania. 2022.



Recommended practices for individual supervision of aspiring behavior analysts

Sellers TP, Valentino AL, LeBlanc LA.

Recommended Practices for Individual Supervision of Aspiring Behavior Analysts. *Behav Anal Pract.* 2016 Mar 4;9(4):274-286. doi: 10.1007/s40617-016-0110-7. PMID: 27920959; PMCID: PMC5118252. [https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5118252/#:~:text=The%20five%20practices%20include%20\(1,and%20\(5\)%20Continue%20the%20professional](https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5118252/#:~:text=The%20five%20practices%20include%20(1,and%20(5)%20Continue%20the%20professional)

Practicing behavior analysts and behavior analysts in academic settings often provide supervision for young professionals who are pursuing certification as a behavior analyst. This is an important role. Effective supervision is critical to the quality of ongoing behavioral services, the professional development of the supervisee, the continued growth of the supervisor, and the overall development of the field and its practice. Listed below are five overarching practice guidelines for individual supervision in the field of Aspiring Behavior Analysts (ABA):

1. **Establish an effective supervisor-supervisee relationship** – This can be done by developing and reviewing a supervision contract in accordance with board standards, setting clear expectations from the start of the relationship, and creating a committed and positive relationship by being caring and professional. From the beginning providing the supervisee with information about how feedback will be given including that feedback will clearly indicate the aspects of the supervisees performance that met expectations, as well as what did not, and what actions the supervisee should take to remediate deficits will also help strengthen the supervisor-supervisee relationship.
2. **Establish a structured approach with specific content and competencies** – Competency-based supervision refers to establishing a pre-determined mastery criterion for each behavior or task, and having the supervisee perform the task until

that criterion is met. To accomplish this in a systematic way, supervisors might develop a set of objective and measurable target skills (i.e., competencies) using the current BACB task list and come up with a plan to assess for mastery.

3. **Evaluate the effects of your supervision** – The supervisor must create systems for the purpose of assessing their supervision activities and efforts. This could include tracking the number and rate of competencies completed by the supervisee, improvement in client outcomes, or soliciting feedback from the supervisee.
4. **Incorporate ethics and professional development into supervision** – It is critical that supervisors expose supervisees to a wide variety of ethical dilemmas, actively analyze the situations for the core ethical issues that should control responding and evaluate the benefits and concerns of multiple potential responses together (i.e., structured problem solving). The supervisor should additionally encourage ongoing professional development including conference attendance and ongoing contact with applied behavior analytic literature.
5. **Continue the professional relationship post-certification** – At the end of the formal supervision process the supervisor-supervisee should plan for ongoing mentorship and collaboration for the future and establish how they will maintain a relationship going forward. The supervisor should become an ongoing source of support for the supervisee though the nature and frequency of contact and support will necessarily change. This could be achieved multiple ways.

Attention ABA providers – Aetna Better Health of Louisiana wants to hear from you. We are looking for providers throughout the state to participate in a short focus group to help us identify barriers within the community affecting the members you serve. If you are interested in participating or would like more information, please email kingk6@aetna.com.



Availity: improved coordination of care

By Brandi Thomas-Scott, LPC

Aetna Better Health of Louisiana is working to improve coordination between our providers and make communicating with us simpler through using Availity. Availity will improve not only your collaboration with us but will also allow us forward important documents from other providers working with your patient to you to improve coordination of care. Through Availity you will have access to the most up-to-date payer information available to avoid denials, claims management workflow allowing providers to submit and track claims electronically, update your demographic information, while also allowing you to submit requested monitoring records in a timely and secure manner.

To improve coordination of care Availity allows providers to access the following information on their patients:

My patients

- **Patient clinical summary** – Contains conditions and medications pulled from claims data as well as medications and conditions captured in Dynamo.
- **Gaps in Care** – Displays the gaps in care for that particular member
- **Care plan** – Displays the goals and objects discussed between the member and case manager. It also includes target dates. The provider is able to print a copy.
- **Assessments** – Displays all the assessments completed by the case Manager for that member. It includes the assessment name, description, completed date and a link to view assessment.
- **Care Team** – Displays all the vendor types and phone numbers assigned to assist this member. These are added by the case Manager via the Care Team Participation event in Dynamo.
- **Patient contact information** – Displays the member’s personal information. It gives the provider a chance to compare information to their records on file.
- **Detailed patient profile** – Contains two display tabs.

- Member Profile – information pulled from claims data.
- Member Information – conditions, utilization records, Rx and authorization.

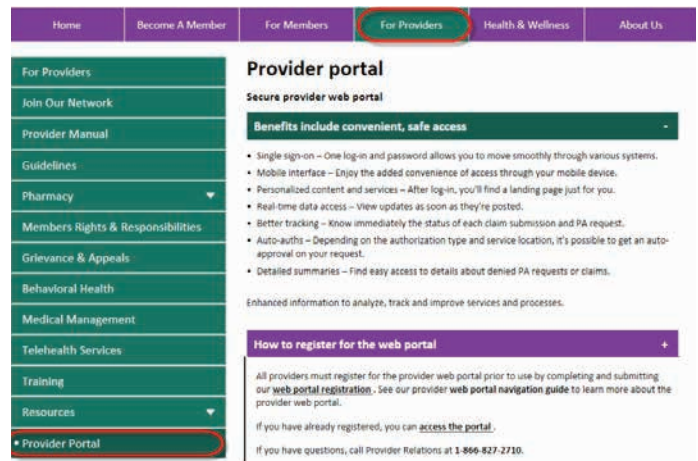
Follow the instructions below to register and begin using Availity today.

- Single sign on is through the Availity Provider Portal. Providers can self-register at www.availity.com/provider-portal-registration.

Access through health plan’s website

- Click: For Provider tab
- Click: Provider Portal

Result:



Provider registration process

For providers to access the Dynamo Provider web portal (DWP), there is an initial two-step process.

1. Self-registration needs to be completed for the Availity Provider Portal. The registration process is determined by the plan.

NOTE: The Provider Services user must obtain access to the Provider Portal user (security) group in Dynamo.
2. A User ID and password will need to be created in Dynamo.
 - This is performed by Provider Services in the Portal User Management Process page in Dynamo.

Once both steps are completed, providers will be able to access the DWP via single sign in with the Availity Provider Portal being the point of entry.

The process is complete.



Aetna Better Health of Louisiana provider service area regional representatives

Our Provider Services Department serves as a liaison between the health plan and the provider community. Each Louisiana Department of Health Region in the state has one or more regional representatives.

| Name | Phone/Email | Region / Parish / Provider Groups and Hospitals / Title |
|------------------|------------------------------------|----------------------------------------------------------------------------------------------|
| Kellie Hebert | 985-348-5763 HebertK@aetna.com | Ochsner Health System – statewide LSU statewide complaints/inquiries, appeals |
| Kathryn Kuntz | 985-201-4093 Kuntzk1@aetna.com | Region 1 |
| Drakara Judson | 225-433-3756 JudsonD@Aetna.com | Region 2 |
| Keiwana Hymel | 504-264-8445 HymelK@aetna.com | Regions 3 & 5 |
| Adrian Lozano | 504-402-3417 LozanoA@aetna.com | Region 4 |
| Jennifer Thurman | 318-413-0725 ThurmanJ@aetna.com | Regions 6 & 8 (north) East/West Carroll, Jackson, Lincoln, Morehouse and Union parishes |
| Christine Duke | 318-207-8827 DukeC2@aetna.com | Regions 7 & 8 (south) Caldwell, Franklin, Madison, Ouachita, Richland and Tensas parishes |
| Brandy Wilson | 504-264-4016 WilsonB8@aetna.com | Region 9 |
| Marion Dunn | 504-444-6569 Dunnm7@aetna | Provider Relations Manager |

For any questions or to contact your provider relations liaison, contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802** and selecting **option 2**, then **option 6**.

Provider Relations mailbox/general inquiries: laprovider@aetna.com



Training and CEs

The following is a list of the dates and times the sessions will be offered this quarter:

| October | | |
|----------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title | Date & Time | Link |
| Motivational interviewing and successful engagement strategies | 10/4 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 10/11 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 10/18 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 10/25 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Strategies for identifying and addressing crisis | 10/6 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 10/13 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 10/20 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 10/27 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 10/5 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 10/12 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 10/19 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 10/26 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| BH TGH/PRTF | 10/17 12-2 PM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t8b64c53f2a6e0546033183c4713b4b0b |
| TEAM CBT: An Effective Focused Therapy | 10/20 11 AM – 1 PM | TEAM CBT: An Effective Focused Therapy TPN. health |



Training and CEs *(continued from previous page)*

| November | | |
|----------------------------------------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title | Date & Time | Link |
| Motivational interviewing and successful engagement strategies | 11/1 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 11/8 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 11/15 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 11/22 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 11/29 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Strategies for identifying and addressing crisis | 11/3 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 11/10 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 11/17 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 11/24 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 11/2 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 11/9 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 11/16 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 11/23 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 11/30 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbbd188fd4ef26f590cac3e2a0a7a7 |
| BH CPST/PSR | 11/21 12:30- 2:30 PM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t33c19008e88c199c6247e2b51137a33d |



Training and CEs *(continued from previous page)*

| December | | |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title | Date & Time | Link |
| Motivational interviewing and successful engagement strategies | 12/6 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Motivational interviewing and successful engagement strategies | 12/13 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t32f02225c7b3708cd3ea23b2dd15544e |
| Strategies for identifying and addressing crisis | 12/1 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 12/8 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Strategies for identifying and addressing crisis | 12/15 9-11 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t9f697420261e07fad50c20a058d5e9e8 |
| Community Inclusion: Key Principles of Community-Based Inclusion, Benefits to the Individual, Benefits to the Community, Barrier | 12/7 8-10:30 AM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=tfc8bbd188fd4ef26f590cac3e2a0a7a7 |
| BH Inpatient TX Providers | 12/12 12-2 PM | https://aetnacca.webex.com/aetnacca/k2/j.php?MTID=t67547c8875c07749e99fcb070e4e57fb |

Physical health medical records trainings

| Medical Records Audit Training | |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date & Time | Link |
| 10/25 12:30-2:30 PM | https://teams.microsoft.com/registration/uGG7-v46dU65NKR_eCuM1w,b5cs8pxX00mlon5IBB1wqA,-2lW1sqzEUWpt3R5QRS4Q,er5HW94F-kiCSDLWCyWR8g,QGKcgSJWqEWjHT819cItkg,u31VWLYOxU-AMNjaUDZCGA?mode=read&tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7 |
| 11/16 10 AM-12 PM | https://teams.microsoft.com/registration/uGG7-v46dU65NKR_eCuM1w,b5cs8pxX00mlon5IBB1wqA,-2lW1sqzEUWpt3R5QRS4Q,bbkT3gUXWk2Q-WW6D3b4gA,ZQMh-WmXlkuN8BFR16Y4FA,ZkxG05_93Ue-LTuFQC40tw?mode=read&tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7 |
| 12/14 12:30-2:30 PM | https://teams.microsoft.com/registration/uGG7-v46dU65NKR_eCuM1w,b5cs8pxX00mlon5IBB1wqA,-2lW1sqzEUWpt3R5QRS4Q,-askID51J0aRHZB2Mf9yqQ,H92impuJrEa7gOsBdM3J4g,_MwKnmM5v0-Np7Shbv28jg?mode=read&tenantId=fabb61b8-3afe-4e75-b934-a47f782b8cd7 |





Compliance audits trainings

The following training will focus on specific sections that are commonly missed during compliance audits. These trainings are offered for both behavioral health and applied behavioral analysis providers. At the recommendation of the Louisiana Department of Health, the five managed care organizations (MCOs) have developed a standardized provider quality monitoring tool for applied behavioral analysis services. This unified approach will ensure elements required from providers are universal among the MCOs. It is vital for providers to be informed of the updates and revisions made in the provider quality monitoring tool. To ensure this, all MCOs will be offering training sessions. During the training sessions, you will have the opportunity to ask questions about the updates and revisions. Although the training sessions are offered by different MCOs, the information provided will be applicable to all MCOs. You do not have to be contracted with the hosting MCO to attend the training.

| Title | Date & Time | Link |
|----------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Aetna | Oct 14 10 AM – 12 PM | https://aetnacca.webex.com/aetnacca/onstage/g.php?MTID=e3fd82a2b118d4764281b084c7b6ff398 |
| Louisiana HealthCare Connections | Nov 10 9-11:30 AM | https://attendee.gototraining.com/rt/5601180931823061761 |
| United HealthCare | Dec 7 10 AM – 12 PM | https://optum.webex.com/optum/k2/j.php?MTID=tbe7c6641b1541bafaafca605240415fd |