



A message from the COO

Dear valued provider,

Thank you for your dedication to providing high quality care for our members.

As a reminder, please register for the Louisiana Medicaid Provider Enrollment Portal. All current providers, whether participating as a fee-for-service provider, MCO-only provider, DBPM provider, CSoC provider or some combination, must validate their information and sign the state's provider participation agreement. The deadline for providers to submit an application to the Provider Enrollment Portal is June 30, 2022. Existing Medicaid providers that do not submit an application to initiate the screening process through the new portal will have their claims denied.

COVID-19 vaccinations are now available for all people six months of age and older. There is never a better time than the present to have open and honest conversations about the need to be vaccinated against COVID-19.

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The pandemic is ever changing and vaccinations are one of the best ways for people to be protected. Including COVID-19 vaccinations into a routine well-check/annual physical is a great way to ensure our members are up to date on all preventative care.

I do hope you are enjoying summer and all that Louisiana has to offer during these special months.

Warmly,

Madelyn Meyn



COVID-19 vaccinations for members 6 months through 18 years old

Aetna Better Health of Louisiana is encouraging Medicaid members 6 months-18 years to get vaccinated. As a practitioner in this pandemic, it is beneficial if you can share the facts with your patients and their caregivers. Encouraging patients to get vaccinated will help reduce the risk of short and long-term health complications from COVID-19.

Patients resistant to the COVID-19 vaccine

The “Shot Per 100,000” COVID vaccine administration program is for Medicaid members only, ages 6 months and older. This translates into a one-time \$200 gift card that will be handled by Aetna Better Health of Louisiana once the claim is received.

Benefits of getting a COVID-19 vaccine (CDC update June 19, 2022)

- On June 17, 2022, the FDA authorized COVID-19 vaccinations for children 6 months and older.
- COVID-19 vaccination reduced the likelihood of multisystem inflammatory syndrome (MIS-C) in children ages 12-18 years by 91 percent.
- Receiving the COVID-19 vaccine helps prevent MIS-C in children associated with COVID-19.

- Children can safely receive other vaccines the same day they receive their COVID-19 vaccine.

Have no vaccines?

Aetna Better Health of Louisiana is willing to coordinate vaccination events with your office for all Medicaid members.

Resources

- CDC: www.cdc.gov/vaccines/covid-19/planning/children/6-things-to-know.html
- Louisiana Department of Health: <https://ldh.la.gov/page/4307>
- FDA approves COVID-19 vaccine for 6 months and up: www.fda.gov/news-events/press-announcements/coronavirus-covid-19-update-fda-authorizes-moderna-and-pfizer-biontech-covid-19-vaccines-children



Enrollment reminder for Medicaid providers

Medicaid will begin denying claims on Dec. 31, 2022, for providers who have not completed enrollment through the Medicaid Provider Enrollment Portal.

The deadline to submit an enrollment application is September 30. Providers must allow several weeks from the time of the application submission to the time that enrollment is considered complete.

This enrollment deadline applies to providers who received an invitation letter from Gainwell. Providers should visit www.lamedicaid.com to enroll.

Providers will need several data points to complete enrollment, including Louisiana Provider ID, NPI, city, state and zip code. This information is included in a letter from Gainwell Technologies.

CMS has mandated enrollment and it applies to any provider that provides care to Medicaid members, which includes current managed care organization (MCO) only providers, dental benefits program manager (DBPM) providers, coordinated system of care (CSoc) providers, existing fee-for-service providers, and any new providers enrolling for the first time.

If providers are unsure of their enrollment status, a Provider Portal Enrollment Lookup Tool is available at www.lamedicaid.com. Providers will need one of the following data points to use the lookup tool: NPI, provider name, provider type, specialty, address, city and state, or zip code. Results given will show providers whose enrollments are 100 percent complete.

Providers who have submitted their applications but do not see their names listed must allow at least 15 business days for the update to be processed. If your information has not been processed within 15 business days, please contact Gainwell Technologies by emailing louisianaprovenroll@gainwelltechnologies.com or calling 1-833-641-2140 for a status update on enrollment and any next steps needed to complete the process.

Additional guidance is located at www.ldh.la.gov/medicaidproviderenrollment. Providers can also email questions to LouisianaProvEnroll@gainwelltechnologies.com or call 1-833-641-2140, Monday-Friday, 8 AM-5 PM, CT.



Pink letters – remind your patients to update their contact info

The Louisiana Department of Health has mailed pink letters to each Medicaid household. Please tell your patients that if they did not receive the pink letter or if they need to update their contact information they may:

- Log on to: MyMedicaid.la.gov
- Email: MyMedicaid@la.gov
- Call Aetna Better Health of Louisiana at 1-855-242-0802
- Call Medicaid Customer Service at 1-888-342-6207, 8 AM to 4:30 PM

For more information on the Louisiana Department of Health's Pink Letter Toolkit, visit <https://ldh.la.gov/page/2477>. For questions, contact LAProvider@aetna.com or call 1-855-242-0802 and follow the prompts.



New CDC guidelines for hepatitis C

The CDC’s guidelines for hepatitis C (HCV) changed in 2020 to include repeated screening recommendations for the following: Screening individuals with each pregnancy, is recommended, due to the increasing incidence of HCV infection in persons of childbearing age and the increased perinatal transmission.

This is significant because only 20 percent of infants born to infected individuals with a detectable HCV RNA will clear the virus on their own. This leaves the rest of this population as either chronic asymptomatic infection or chronic infection. Because liver fibrosis increases with disease duration, perinatally infected persons might develop severe disease as young adults. Treatment for HCV may be started after pregnancy and is considered safe during breastfeeding.

The CDC also estimates 73 percent of those with HCV have a history of substance use disorder (SUD). Those individuals who had or have an SUD should be tested more frequently according to the new recommendations. Intravenous drug users are the most vulnerable of this population to contract the virus due to needle sharing.

Aetna’s current data of screened members with HCV who have initiated treatment is roughly 28 percent, while those with a diagnosed SUD make up 83 percent of the HCV population.

HCV screening, treatment, and specialist care are all covered by Aetna Medicaid and can be key to avoiding long-term liver damage resulting in requiring a transplant or even death.

Helpful codes to identify those with HCV:

- CPT code 86803 – test for infectious disease; hepatitis C antibody
- CPT code 86804 – test to confirm the presence of antibodies in a patient’s blood to hepatitis C
- CPT code 87521 – test to provide a definitive diagnosis of hepatitis C by amplified probe technique
- CPT code 87522 – tests to measure the amount of hepatitis C virus present, or viral load
- HCPCS code G0472 – antibody screening for individual at high risk and other covered indication(s)



Now available – One Telemed referral portal for patients in need of mental health medication management

One Telemed has made its referral process much easier. If you are a provider in need of referring a patient for mental health medication management services, simply access the scheduling portal by logging onto www.onetelemed.com.

- Click on make an appointment
- Select the provider
- Select your service type
- Select the day and time
- Create portal profile
- Complete client demographic form and click submit

A care team specialist from One Telemed will contact your patient within 24 hours to conduct an initial assessment and confirm the requested appointment. If you have any questions or concerns, contact One Telemed at **337-565-0843**.



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