

November 2020 Provider Bulletin Volume 2

Welcome

Welcome to the second edition of the Texas Health + Aetna provider bulletin! TH+A is excited to share network updates and key initiatives through the end of 2020. We hope you appreciate our efforts to be more interactive and collaborative. If you are receiving this bulletin from another source and would like to receive it directly, contact us at texashealthaetnannetworkteam@aetna.com.

This will be TH+A's last newsletter for 2020; the next edition will release April 2021. Feel free to let us know if there are specific topics you would like covered in the future by emailing us at the e-mail above. Please enjoy this bulletin and the holiday season.

In-network physician reminder

As a reminder, TH+A is a high performance, optimized network. As such, the use of in-network facilities is essential for enhanced data sharing and overall cost savings for TH+A members.

Some of TH+A's in-network facilities are listed below.

- + Texas Health Resources
- + UT Southwestern Medical Center
- + Methodist Health System
- + Children's Health Care Center
- + Cook Children's Health Care System
- + Other facilities may be available in outlying counties

If you are a participating provider and your facility privileges at in-network facilities have changed, please contact us at texashealthaetnannetworkteam@aetna.com

TH+A expands member mental health tools with Happify

Texas Health + Aetna is introducing Happify to members. Happify is an app with science-based games and activities that helps members manage stress and anxiety, overcome negative thoughts, and focus on the positive. Members have unlimited access to these resources specially designed by scientists, researchers, mental and behavioral health practitioners. The resources include:

- 3,000+ activities and games
- 300+ guided meditations
- 65+ tracks covering a wide range of topics
- A Happiness score, stats and more

Members will be receiving an e-mail from Texas Health + Aetna with a link to register for the app. To learn more about Happify, [click here](#).

TH+A adds acupuncturists and massage therapists to medical networks

TH+A is expanding its non-traditional practitioner networks. Effective 6/1/2020, TH+A opened panels for acupuncturists (AP) and massage therapists (MST) to join our network. Adding APs and MSTs supports THA's objective of expanding holistic care options to help people achieve better health at a lower total cost of care.

To help TH+A create a more integrated and coordinated patient experience, please refer your AP and MST contacts to join our network by emailing us at texashealthaetnainetworkteam@aetna.com.

Labs offer COVID-19 test options

Both Quest Diagnostics® and LabCorp offer molecular COVID-19 testing to detect a current SARS-CoV-2 infection. Both labs also offer antibody testing to detect the presence of antibodies to SARSCoV-2. The presence of antibodies can identify who may have recovered from a recent or prior infection and may possibly have a lower risk of reinfection.

For more about COVID-19 test options, refer to these sources:

- <http://www.questdiagnostics.com/home/Covid-19/HCP/>
- <https://www.labcorp.com/coronavirus-disease-covid-19>

Depression in Primary Care

An estimated 17.3 million adults in the United States (7.1%) had at least one major depressive episode in 2017.¹ Depression is an important health problem often seen in primary care. More than 8 million doctor visits each year in the U.S. are for depression, and more than half of these are in the primary care setting. Despite this, [a national study](#) found that only about 4% of adults were screened for depression in primary care settings. Primary care physicians serve as the entry point to the health care system for many patients and play a critical role in recognizing and treating symptoms of depression. The [Aetna Depression in Primary Care Program](#) is designed to support screening for and treatment of depression at the primary care level.

Program benefits:

- A tool to screen for depression as well as monitor response to treatment
- Reimbursement for depression screening and follow-up monitoring
- [Patient health questionnaire \(PHQ-9\)](#) — specifically developed for use in primary care
 - Self-administered, quick, and easy
 - Specific for depression
 - Available in English and Spanish
- PHQ-9 reimbursement — Submit claim with the following billing combination: CPT code 96127 (brief emotional/behavioral assessment) or G0444 (annual screening for depression) in conjunction with diagnosis code Z13.13 (screening for depression).

To get started, you simply need to:

- Be a participating provider
- Use the [PHQ-9](#) tool to screen/monitor your patients
- Submit your claims using the combination coding

¹[Substance Abuse and Mental Health Services Administration \(SAMHSA\): National Survey on Drug Use and Health. 2017 NSDUH Annual National Report.](#) September 14, 2018. Accessed October 5, 2020.

Provider directory accuracy

Several states and Medicare have regulations that require health plans to maintain accurate and up-to-date directories. They also require the health plans to conduct audits to measure the accuracy of the directory. We comply with those requirements and conduct audits routinely. The top two types of errors we find are items you can help us avoid by keeping your information current and making updates using CAQH (Council for Affordable Quality Healthcare) or Availity® in real time as opposed to faxing a letter to Aetna® or calling our Provider Service Center.

The top error that the audits reveal is that a provider is no longer practicing at the location we have in the directory. Please remember to update CAQH or Availity if your office moves, changes the phone number for appointments, or experiences other important changes within 7 days of the change. Please do not wait until it is time for your quarterly attestation to provide the information.

The second most common error is that providers are listed at locations where they do not regularly see patients or accept appointments. Most of these are call-covering situations. In both vendor portals, there is a question you must respond to regarding the frequency of practice at that location. If the provider only call-covers there and does not accept appointments at least once a week at a location, indicate that when reviewing the service location information. We will load the location to the providers record but suppress it from printing in the directory.

In addition to keeping an accurate directory of practice locations, Texas + Health Aetna is also collecting accurate provider/practice e-mails. Accurate e-mail addresses are important for disseminating information to providers and practices quickly and efficiently. **To update or share your e-mail address with TH+A, please send an email to texashealthaetnainetworkteam@aetna.com.**

Aetna and TH+A takes their obligation to supply accurate directories seriously. We may suppress providers who do not attest quarterly to the accuracy of their data, providers who refuse to validate address information over the phone, and providers who are listed at multiple locations (e.g., every location of a group practice). If you are part of a group and the group is responsible for sending TH+A a roster of the participating providers and locations, please make sure you keep them updated with the correct address, phone numbers and other important information.

As always, if you have any questions or concerns, please don't hesitate to reach out to the TH+A network team at texashealthaetnainetworkteam@aetna.com

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