

# Bulletin



August 2020 Providers Volume 1

## Welcome to the Texas Health Aetna's Inaugural Newsletter

Dear Colleagues,

Welcome to the inaugural newsletter for Texas Health Aetna! We are so pleased and excited to inform you on the great things we are doing to improve both the outcomes and experience of not only our members but also our providers. We are living and working in very different circumstances than is typical with the social unrest and the COVID-19 pandemic. We recognize that you, our providers, are on the front lines giving care that is much needed, and at risk to your own personal safety and that of your families. We stand firm in our commitment to provide information on options for prevention, treatment, and evaluation and to support virtual care options which are crucial to decreasing the risk of infection transmission during outbreaks.

The effects of the COVID-19 pandemic have been far reaching. Mental health conditions have increased in frequency and are being considered in a much more holistic manner than previously. We at Texas Health Aetna are committed to making it easier for our members to obtain the needed treatment and support for mental health conditions. We are doing things such as adding a channel to our virtual medicine platform, Anytime-MD, where members can text with licensed behavioral health providers. We also augmented our network to include MAP Health Management (MAP), for peer support resources due to the significant increase in relapse rates amongst those with Substance Use Disorder (SUD) with previously prolonged periods of abstinence. If you know that a patient has SUD and are considering options for treatment, please consider referral into this program- which works closely with inpatient programs and facilities. A physician's referral is required for this use of non-licensed peer support.

I hope you enjoy this issue. Feel free to let us know if there are specific topics you would like to see covered in the future. Please contact us at [texashealthaetnannetworkteam@aetna.com](mailto:texashealthaetnannetworkteam@aetna.com)

All the best,

A handwritten signature in cursive script that reads "Delanor D. Doyle MD, MBA".

Delanor D. Doyle, MD MBA FACEP  
Chief Medical Officer  
Texas Health Aetna

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## Introducing the Care Guardian Program for patients that need extra care

On September 1<sup>st</sup>, 2020, Texas Health Aetna (TH+A) will be launching a new program to support patients with rising health risks for selected conditions. TH+A will identify and reach out to patients to address their health care needs and guide them to the appropriate care and resources.

TH+A will have both a dedicated telephonic care management team and an automated text-based service to engage patients.

**The Automated Phone Calling and Texting Service:** After providing consent, patients self-report specific information related to their condition via their smart phone. Once collected, notifications will alert the dedicated TH+A Care Guardian team to contact the patient to identify health care needs and educate them on appropriate and available resources.

**Care Guardian Team:** The dedicated TH+A team consisting of a nurse, social worker and support staff will call selected TH+A patients and/or their health care providers for selected conditions that have been identified as having an increased risk of complications. For our providers, the Care Guardian team provides additional support and resources for rising risk members.

Conditions Monitored through Remote Monitoring		Conditions Monitored by the Care Guardian Team
Condition	Monitoring Info	
Asthma	+ Use of rescue inhaler + Comfort in breathing	+ Asthma + Diabetes + Hypertension + Post ER Discharge + Social Determinants of Health + Low Back Pain + Chronic Kidney Disease + Gaps in Care (Quality/HEDIS) + Post Inpatient Discharge (Post Discharge calls)
Diabetes	+ Blood Sugar Level	
Hypertension	+ Blood Pressure	
Post ER Discharge	+ Post ER needs <ul style="list-style-type: none"> <li>○ Condition/status</li> <li>○ Obtaining meds</li> <li>○ Follow-up appointments</li> <li>○ Other questions</li> </ul>	
Social Determinants of Health	+ Food + Housing + Transportation	

Patients with the above conditions, may need extra support in addressing their symptoms and navigating their care. That is why TH+A created a program that features a dedicated team, Care Guardians, to help patients get the right care at the right time. If contacted, please encourage your patients to respond and participate. The team will be available, with flex hours, Monday to Friday 8:00 a.m. – 7:30 p.m.

### Important reminder on referring TH+A members to in-network facilities

Texas Health Aetna is a high-performance network. By being selective in the participation of in-network physicians and facilities, TH+A seeks to better the patient experience in the following ways:

- + Increase affordability
- + Closer coordination of care
- + Improve health of high-risk patients

The use of in-network facilities assists TH+A in accomplishing the goals above. This is especially important to some of our members who may not have out-of-network benefits.

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Some in-network facilities include the following health systems:

- + 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 [texashealthaetnanetworkteam@aetna.com](mailto:texashealthaetnanetworkteam@aetna.com)

## TH+A adds MAP Health Management to network

TH+A would like to introduce you to a new program for those struggling with Substance Use Disorders. Substance abuse and alcohol recovery programs work through connections with others with the primary goal to support each person's recovery. TH+A and MAP Health Management have teamed up to offer telephone/video-based, peer-led recovery support.

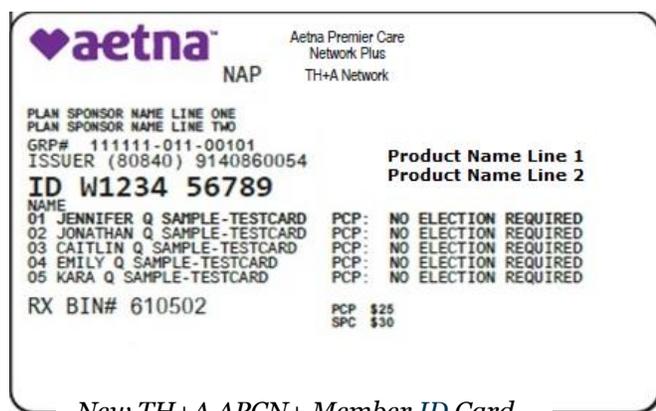
This program is for people in the first year of their journey to recovery, when additional support can make a critical difference. Family members of those in recovery are welcome to participate. All fully insured TH+A members are covered under this plan.

One simple call is all it takes for someone to be matched with a personal peer specialist that has been trained and certified. Sessions can be conducted as often as four times a month, by phone or video and a dedicated telephone support line is available 24/7.

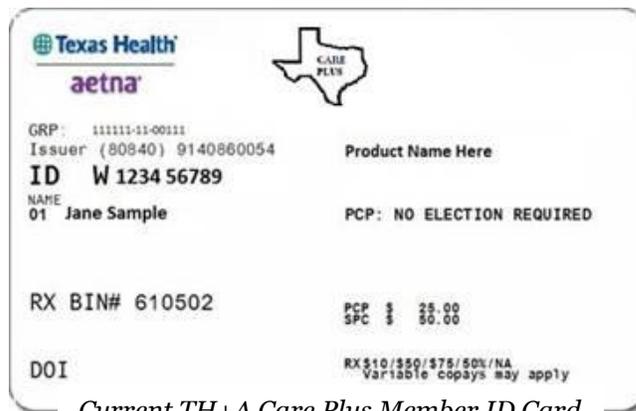
If you have a patient that would benefit from MAP Health Management continuum of care, please refer them to MAP - 1-844-627-1449. Additionally, for more information on MAP, please visit: <https://www.thisismap.com/healthcare/addiction-treatment-provider-solutions>

## New member ID cards for TH+A APCN+ Members

Effective immediately, all TH+A Aetna Premier Care Network Plus (APCN+) members will be transitioned to the new ID card below (left side). Members with this ID card should only be referred to physicians and facilities that are participating with TH+A. Physicians should also continue to accept ID cards for all other TH+A products, see a sample card below (right side).



*New TH+A APCN+ Member ID Card*



*Current TH+A Care Plus Member ID Card*

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## It's important to promote the flu vaccine this fall

The impact of COVID-19 reminds us of the important role vaccines play in helping to reduce the spread of infectious diseases. With the regular influenza season coming up, we encourage providers to promote the flu vaccine.

The Centers for Disease Control and Prevention (CDC) says that 68 percent of Americans 65 years and older, and 45 percent of all adults in the U.S., got the flu vaccine during the 2018-19 flu season. That statistic describes the challenge ahead of us. How do we do better? What are you and your clinical partners doing to encourage your patients to get the vaccine? How can we help?

### What you can do

- + Strongly recommend your patients get the flu vaccine
- + Know when and where your patients can go to get flu vaccines
- + Follow CDC guidelines for flu prevention
- + Share information on how your patients can protect themselves:
  - Good handwashing
  - Avoiding touching eye, nose, and mouth
  - Avoiding close contact with people who are sick

### How we can help

- + **Information sharing:** We will communicate with our members on the value of getting the vaccine and other ways to keep safe.
- + **Access:** Members may receive vaccine at your office, pharmacies, at a CVS Pharmacy MinuteClinic or a CVS HealthHUB®
- + **Plan sponsor event:** Larger plan sponsors and hospitals plan to hold flu clinics at work to support members receiving their flu vaccine.
- + **Resources:** The CDC offers advice on how to prepare for the flu season. <https://www.cdc.gov/flu>

Thank you for your support of our flu vaccine initiative.

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](mailto:texashealthaetnainetworkteam@aetna.com)

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