

Bulletin



August 2021 Providers Volume 4

Welcome

Welcome to another edition of the Texas Health Aetna provider bulletin! TH+A is excited to share updates and introduce some of the key new projects we have been completing. If you are receiving this bulletin from another source and would like to receive it directly, contact us at texashealthaetnainetworkteam@aetna.com.

Post Discharge Remote Monitoring

Texas Health Aetna launched a new program in May for members discharging from the hospital with a diagnosis of COVID. Members discharging from the hospital will receive an opportunity to participate in the remote monitoring program for 30 days. If the member agrees to participate in the program, he/she will receive text messages twice weekly. The member will be asked to respond to the text messages and the responses will be compiled and placed in a dashboard. If the member responds with a concern or question, the Care Guardians will receive the alert and contact the member. The goal of this program is to reduce readmissions by identifying and addressing issues early to ensure that we are keeping your patients healthy and minimize unnecessary follow-up emergency care.

Behavioral Health Landing Page

Texas Health Aetna has designed a behavioral health landing page. The page will provide a listing of behavioral health offerings available to the Texas Health Aetna members. The site is available to members, care managers and providers. To access the site, click on the following link:

<https://www.texashealthaetna.com/en/members/emotional-wellbeing.html>

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Vaccine Support Site

To support efforts to increase vaccination rates in the DFW area, TH+A has developed a vaccine hesitancy [educational site](#). Offered in English and Spanish, the site was created to support plan members, but is available to all Texas residents. Three distinct decision scenarios: ready to get the vaccine, hesitant, or how to encourage others, are presented through short, animated stories and simple FAQs. Have a patient that is hesitant? Please share the link at pickasimplerplan.com/vaccine. The creation of a resource to support vaccine acceptance is a natural part of Texas Health Aetna's mission, to make healthcare simpler for the local community.

Future Resource Pages: Maternity & Diabetes

As part of a continued focus on making healthcare resources easier to find, TH+A has additional updates to include Maternity and Diabetes Resource Pages coming soon to the website. Please let us know if there are additional topics that may interest or support your patient population.

URL Project

Texas Health Aetna strives to make the complicated aspects of insurance easier for all of our members. We want to allow our members to select an appointment time with a provider of their choice, using your current scheduling URL. The option to select an appointment through an online scheduling tool helps fulfill our goal of making healthcare simpler.

If you have an online scheduling tool and are interested in Texas Health Aetna members using it to schedule an appointment, please send your scheduling link to the TH+A Network team using: TexasHealthAetnaNetworkTeam@aetna.com

Please include the following information – Provider Name, Group Name, TIN and URL for scheduling.

Thank you for being a part of the high-performance network of Texas Health Aetna.

TH+A Provider Webpage Update

Our teams are working diligently to provide you with a one-stop-shop for all your onboarding and ongoing provider information needs.

Our goal is to save you time seeking answers so you can do what you best—care for our patients.

We are working to provide one source for you to update your contact information, alert us to new providers joining your practice, and include any new practice locations.

Is there any more information that you would like us to include in our site? We would love to hear from you! texashealthaetnannetworkteam@aetna.com.

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Colorectal Cancer Screening

Texas Health Aetna will be launching a colorectal cancer screening campaign. Any fully insured member with an identified gap in care for colorectal cancer screening will receive a FIT Kit. The member will be asked to complete the screening and mail the specimen to the lab. The lab will process the specimen and will provide the results via mail to the member and the provider. If a test is positive, the member and the provider will receive a call from the lab. The kits are scheduled to be delivered to the members in August.

Let's keep in touch

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 texashealthaetnaneetworkteam@aetna.com.

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