

Bulletin

December 2022 - Providers Volume 7

Welcome

Welcome to the seventh edition of the Texas Health + Aetna provider bulletin! TH+A is excited to share new wellness offerings and other updates. 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 texashealthaetnaneetworkteam@aetna.com.

This is TH+A's second newsletter of 2022; the next edition will release in 2023. 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.

Website Resources for Emotional Health

As we head into Q4 2022 and early Q1 2023, TH+A remains focused on improving awareness and education on emotional health services. In 2022, the website was updated to include emotional support services offered by Texas Health Aetna, including those offered through partnerships with Aetna and Texas Health Resources. An additional page added to the site provides information on alcohol and substance abuse services. To access the sites, click on the following links:

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

<https://www.texashealthaetna.com/en/members/alcohol-substance-abuse.html>

In addition to the emotional health resources, at [texashealthaetna.com](https://www.texashealthaetna.com) you or members will find information on the plan, pharmacy benefits, and care resources such as information on the care team or maternity programs.

Texas Health Aetna Kitchen Table

On July 26th, 2022, TH+A launched a program to help diabetic members better manage their diabetes through nutritious meal preparation. Members attend dinner parties at a local technical center to learn how to prepare nutritious meals and share individual diabetic management journeys.

A chef and a registered dietician lead the meal preparation demonstrations and discussions. Registered dietitians from the Texas Health Resources Comprehensive Diabetes Centers also participate in the sessions and are available to help answer questions. After each event, members receive a bag of meal ingredients and a recipe card to prepare the same meal for their families. At this time, members have completed four cooking and nutrition classes, as part of the 8-class series. The program also includes 2 garden days. The garden days teach members about planting and harvesting vegetables and herbs.

The dinner and garden events will be conducted through November and the next program session is being scheduled for early 2023.

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Member Flu Campaign

This month, TH+A will launch an Interactive Voice Response (IVR) call to its members to encourage flu vaccination this year. Members are reminded that the flu shot is a part of their annual flu prevention. Members are asked to visit their doctor's office or pharmacy to receive their vaccination. If the member does not answer, the IVR system will try to leave a voicemail message.

Members can also schedule a flu shot at their local [CVS pharmacy](#) along with a COVID booster if recommended.

The Dallas/Fort Worth Referral Pilot is ending

Effective March 1, 2023, to be consistent state-wide, if a plan requires a referral, an electronic referral will be required when patient care is directed by the primary care physician (PCP) all in-network specialist visits, including visits in a hospital clinic.

As you see patients in TH+A health plans, keep the following in mind when you request referrals.

- Referrals are only electronic; there are no paper referral forms.
- Referrals need to be requested by the patient's primary care physician (PCP).
- Referrals are not required for direct access services, like routine eye care and obstetric/gynecologic (OB/GYN) services. Refer to the Health Care Professional Toolkit for other direct-access specialties in your area.
- Referrals are not a substitute for services requiring precertification.
- Referrals are authorized immediately and expire after one year.
- For Health Maintenance Organization (HMO) plans, the first visit from a referral must be used within 30 days to keep it active.
- Referrals do not permit specialists to refer members to another specialist for care. If this is necessary, patients must get a new referral from their primary care physician to see another specialist.
- Referrals should not be retroactive. We may adjust or deny payment for retroactive referrals.
- Referrals may be issued to an individual specialist using their national provider identifier (NPI) or to a specialty using the taxonomy code:

Use our [provider referral directory](#) to find a specialist's NPI.

You can find a list of taxonomy codes on the same website you use for other electronic transactions. Don't use any website? [Sign up to use our provider website.](#)

For specialist referrals, remind the patient to see a provider in their network. Patients can find a participating specialist on their secure member website.

- Please remember to direct patients to in-network providers. Directing patients to nonparticipating providers will require prior authorization from Aetna® in order to be covered on an in-network basis. Failure to pre-authorize services, including out-of-network care, could result in a denial of payment or a reduction in the benefit payable in addition to increased costs for your patients.
- Diagnosis and procedure codes are not required. But a referral without a procedure code defaults to a consultation only.
- Use 99499 for consult and treat; it allows the specialist to examine and treat the patient, and it covers automatic studies.

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More information

For more information on electronic referrals, see our [Office Manual for Health Care Professionals](#). Refer to our [Precertification and Referral guide](#) to see if a service requires precertification.

Texas: New filing requirement

Effective April 1, 2023, the days allotted for timely filing will change to align with the Texas requirement of 95 days. All claims must be sent within 95 days of the date of service(s) unless you are legally unable to notify us.

This policy update does not apply to provider contracts with specific filing requirements.

Questions?

If you have questions about this change, you can email PAAQuestions@Aetna.com

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 texashealthaetnanetworkteam@aetna.com