

# Bulletin

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April 2022 Volume 6

## Welcome

Welcome to the sixth edition of the Texas Health + Aetna provider bulletin! TH+A is excited to share network updates and new wellness offerings for 2022. 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 [texashealthaetnainetworkteam@aetna.com](mailto:texashealthaetnainetworkteam@aetna.com).

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

## Improving Member Access to Appointments through Online Scheduling

Patients are looking for the simplest, most convenient way to schedule their in-network appointments. Once they locate a physician, they then must search out the contact information and start the process of scheduling their appointment. Physicians and groups have created online scheduling tools and Texas Health Aetna (THA) would like to partner with those providers to create an easier scheduling experience. THA has initiated a project that connects a member to the physician by embedding the scheduling URL within the provider search tool linking to the physician's current individual online scheduling tool. The intent is to make member scheduling with in-network providers an easier simple process with no additional IT costs.

Currently, we have a connection agreement with 2,972 unique providers. The URL connection is based on an individual NPI or TIN level scheduling URL. Physicians that are interested in participating please contact us at [TexasHealthAetnaNetworkTeam@aetna.com](mailto:TexasHealthAetnaNetworkTeam@aetna.com).

## Texas Health Aetna Ground & Air Transportation Directory Resource Update

Please see the updated link for a full listing of services and contact information for ground & fixed-wing air transportation providers available to our members.

[https://www.myplanportal.com/dsepublicContent/assets/pdf/en/jv/tha\\_ground\\_air\\_ambulance\\_transportation.pdf](https://www.myplanportal.com/dsepublicContent/assets/pdf/en/jv/tha_ground_air_ambulance_transportation.pdf)

## CVS MinuteClinic Wellness Services

At CVS® **MinuteClinic**® locations, including those within the new CVS® **HealthHUB**™ facilities, in-person, one-on-one wellness services to Aetna medical members for three focus areas:

- Biometric screening counseling (only for biometric screenings performed at CVS MinuteClinic)
- Weight management coaching
- Smoking/ tobacco use coaching

CVS MinuteClinic providers, who consist of nurse practitioners and physician assistants, will deliver these services, available to Texas Health Aetna medical members age 18 and older. Members are allowed up to a

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maximum of 26 obesity counseling sessions per year. Ten sessions can be used for healthy diet counseling. Smoking/ tobacco cessation is limited to 8 sessions per 12 floating months. Biometric screening counseling is typically one session.

The CVS Minute Clinic wellness coaching services are included in the medical benefits plan, covered under preventive services. If there are services provided other than coaching, i.e. lab tests, the member may be responsible for the service and should confirm benefits prior to treatment.

To schedule your MinuteClinic lifestyle coaching visit, please visit:

<https://www.cvs.com/minuteclinic/clinic-visit>

## In-network Utilization Reminder

As a reminder, 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

As a reminder, as an optimized provider network, the use of in-network facilities is essential for enhanced data sharing and overall cost savings for TH+A members. If your hospital privileges have changed, this may have a significant impact on our member's cost of care. Please let us know if your hospital privileges have changed by emailing us at [TexasHealthAetnaNetworkTeam@aetna.com](mailto:TexasHealthAetnaNetworkTeam@aetna.com)

For a listing of in-network hospitals, please see our list here:

[https://www.texashealthaetna.com/en/documents/THA\\_HospitalList.pdf](https://www.texashealthaetna.com/en/documents/THA_HospitalList.pdf)

## 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 [texashealthaetnannetworkteam@aetna.com](mailto:texashealthaetnannetworkteam@aetna.com).**