

## Helping patients who drink too much

# Clinical Practice Guideline

We have adopted the *National Institute on Alcohol Abuse and Alcoholism (NIAAA), Helping Patients Who Drink Too Much, A Clinician's Guide, 2005 Edition*. You can find the text of this guideline online at: [http://pubs.niaaa.nih.gov/publications/Practitioner/CliniciansGuide2005/clinicians\\_guide.htm](http://pubs.niaaa.nih.gov/publications/Practitioner/CliniciansGuide2005/clinicians_guide.htm).

As an addendum to the NIAAA *Helping Patients Who Drink Too Much, A Clinician's Guide, 2005 Edition*, the Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET) HEDIS<sup>®1</sup> measure has been adopted and will be used to monitor progress and help ensure adherence to the adopted guidelines. The Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) is a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of health care organizations. HEDIS<sup>®</sup> is sponsored, supported and maintained by the National Committee for Quality Assurance (NCQA).<sup>2</sup>

The two rates for the IET HEDIS<sup>®</sup> measure are as follows:

- **Initiation of Alcohol and Other Drug (AOD) Dependence Treatment**

Adolescent and adult members diagnosed with AOD dependence should initiate treatment through an outpatient visit, intensive outpatient encounter or partial hospitalization within 14 days.

- **Engagement of Alcohol and Other Drug (AOD) Dependence Treatment**

Adolescent and adult members diagnosed with AOD dependence should engage in treatment with two additional AOD services 30 days after initiation.

The following resources may be available to you and/or your patients with Aetna health benefits, based on their plan:

### Aetna Depression in Primary Care Program

Our Depression in Primary Care Program is designed to support the screening for and treatment of depression at the primary care level. This program provides primary care physicians with a tool to screen for depression, as well as monitor response to treatment. Reimbursement is provided for the depression screening and follow-up monitoring. To find out more, please call toll-free **1-888-812-3862**, or visit [www.aetna.com/healthcare-professionals/tools/Depression-Primary-Care.html](http://www.aetna.com/healthcare-professionals/tools/Depression-Primary-Care.html).

We also offer an Alcohol Disease Management Program\* that provides members and providers with access to a clinician, support with treatment adherence, educational resources and case management services. The member can call **1-800-424-4660** for further information.

The Aetna Alcohol Screening, Brief Intervention and Referral to Treatment (SBIRT) Program is designed to support primary care physicians in screening for alcohol abuse, providing brief intervention and referring individuals to treatment. The program incorporates the evidence-based protocol established by the National Institute on Alcohol Abuse and Alcoholism (NIAAA). To find out more, please visit: [www.aetna.com/healthcare-professionals/tools/Alcohol-SBIRT.html](http://www.aetna.com/healthcare-professionals/tools/Alcohol-SBIRT.html)

**Guidelines last reviewed and adopted 2/2012.**

\*Member eligibility may vary.

<sup>1</sup>HEDIS<sup>®</sup> is a registered trademark of the National Committee for Quality Assurance (NCQA).

<sup>2</sup>The National Committee for Quality Assurance (NCQA) is a private, non-profit organization dedicated to improving health care quality.

## Other program resources:

Medication Assisted Treatment is treatment for addiction that includes the use of medications, along with counseling and other support. Research has shown that when treating substance use disorders, a combination of medication and behavioral therapies is very effective. Medications can decrease physical symptoms, helping people maintain abstinence and focus on the challenges of recovery. Similar to Aetna's Depression Management Program and Alcohol Disease Management program, the Medication Assisted Treatment Program offers members and providers access to a clinician, support with treatment adherence, educational resources and case management services. The member can call **1-800-424-4660** for additional information.

### A secure member website to help members manage their health and keep track of their benefits

Aetna Navigator<sup>®</sup> secure member website ([www.aetna.com](http://www.aetna.com)), is an online resource for personalized health and financial information. Available 24 hours a day, 7 days a week, Aetna Navigator<sup>®</sup> allows members to find health care professionals, check what a procedure may cost, change their primary care physician and/or dentist, request a member ID card, track claims and health and wellness information.

### A consumer health website for up-to-date health news and answers to certain health questions\*\*

On the Aetna IntelliHealth<sup>®</sup> website ([www.intelihealth.com](http://www.intelihealth.com)), your patients can take quizzes on diabetes and smoking, read current articles on exercise and osteoporosis, and find answers to important health questions on many different topics and conditions.

### A 24-hour phone line to get health information from registered nurses\*\*\*

When your Aetna patients have health questions, even in the middle of the night, they can call our toll-free Informed Health<sup>®</sup> Line (**1-800-556-1555**) to speak with a registered nurse or to access our audio health library for a recorded collection on more than 2,000 health topics, available in English and Spanish.

## Online Behavioral Health Assessment (BHA) for your patients

The BHA is available at [www.aetnabhra.com](http://www.aetnabhra.com). Members can use our tool anytime and anywhere they feel comfortable to:

- Take an online survey that can uncover depression, anxiety or alcohol dependence issues
- Identify areas where they might need help
- Receive personal feedback with a chart that shows their progress and where appropriate, receive assistance from our behavioral health care managers

## Secure provider website

With the click of a mouse, you can instantly access information you need, when you need it, including:

- Claims status
- Claims payment policies and code-editing logic with clinical rationale
- Referral submission or status
- Continuing medical education programs
- Clinical Policy Bulletins
- Clinical Practice Guidelines
- Preventive Services Guidelines
- Benefits eligibility for Aetna members and more!

Access our secure provider website at [www.aetna.com](http://www.aetna.com) by selecting "Health Care Professionals." Log in or register under "Secure Site Log In."

Already registered? Go to <https://connect.navinet.net>.

\*\*Aetna assumes no responsibility for any circumstances arising out of the use, misuse, interpretation or application of any information supplied by IntelliHealth. Information supplied by IntelliHealth is for informational purposes only, is not medical advice and is not intended to be a substitute for proper medical care provided by a physician.

\*\*\*While only a doctor can diagnose, prescribe or give medical advice, the Informed Health nurses can provide information on more than 5,000 health topics. Members should contact their doctor first with questions or concerns regarding their health care needs. Not all topics discussed within the audio health service are covered expenses under the individual's health benefits plan.

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This information is provided for informational purposes only and is not intended to direct treatment decisions or offer medical advice. Aetna does not provide health care services and cannot guarantee any results or outcomes. All patient care and related decisions are the sole responsibility of the treating provider.