



Provider education bulletin

March 2022 edition, day 1 of 2

Welcome to our provider education bulletin — spring edition

Dear health care providers and staff,

The last two years were challenging for all of us. But you —our trusted and essential health care providers and staff— rose to the occasion time and time again. For this, we are filled with gratitude. As we kick off our 2022 Provider Education campaign, we would be remiss if we did not first begin by simply saying: thank you.

The results of our 2021 provider education bulletin survey are in, and your feedback tells us that you found value in the content we shared with you last year. So, this year we're focused on

offering you even more content that will make doing business with us simple and quick. In this edition, we're answering questions taken directly from your survey responses. And we're also highlighting our telemedicine program for behavioral health providers.

We hope you'll find this information helpful. As always, we welcome your feedback. Just send us your questions, comments and ideas for future articles to [**NewProviderTraining@Aetna.com**](mailto:NewProviderTraining@Aetna.com).

Thank you for being a part of our network.

Topic of the day

You asked. We've got answers.

Where can I locate policy changes, material amendments and provider manual updates?

Aetna® [**provider manuals**](#) are guides to support you in providing care and managing your practice. They'll also help you understand our processes and procedures. And they serve as a resource for answering your questions about our products and programs.

Our provider newsletter—[**OfficeLink Updates**](#)™—helps you stay in the know by providing updates, important reminders and material changes about plans and procedures, behavioral health coverage, drug lists, and Medicare and state-specific information. Join our newsletter [**email distribution list**](#) today!

Another way to stay in the know about our policies is to review our clinical policy bulletins on [**Aetna.com**](https://www.aetna.com). You can also see the latest updates to our medical policies by selecting the [**What's New**](#) tab on our website.

How can I verify my contract effective date?

You'll find your contract effective date in your countersigned Aetna agreement and in the welcome email that we send directly to your inbox when your contract is loaded in our system. For additional assistance, you can reach out to our Provider Contact Center by using the Contact Us feature on Availity®, under the Applications tab.

Where can I find information on the credentialing process and how to contact your credentialing department?

Our [**Provider Onboarding Center**](#) makes adding a new medical or behavioral health provider simple and quick. You can also review our previous [**Provider Education Bulletin**](#) for detailed information about the credentialing and contracting process. For assistance with a previously submitted request, please contact Aetna's Credentialing Customer Service department by dialing **1-800-353-1232 (TTY: 711)**. Please allow us at least 30 days to acknowledge receipt of your request for participation. For assistance with your CAQH credentialing application, please contact CAQH directly by dialing **1-888-599-1771 (TTY: 711)**. For assistance with your

OneHealthPort account (Washington state practitioners only), please contact OneHealthPort directly by dialing **1-800-973-4797**.

How can I avoid inputting all the claims data into Availity each time I submit a claim?

We recommend that you run an Eligibility & Benefits Inquiry on Availity prior to initiating any other transaction so that member/patient information will auto-populate in the next transaction screen (Claims Status Inquiry, Referrals, Authorizations and the Claim forms).

We also recommend using the Express Entry feature on Availity, which allows you to add a provider to an active organization. Then, you can use the drop-down menu in the provider field of your transactions to auto-populate provider information.

Where can I locate covered services for my patients on Availity?

You can easily access a patient's benefits coverage by running an Eligibility & Benefits Inquiry on Availity. In the Benefit/Service Type field, simply select Health Benefit Plan Coverage. Or you can view benefits for a specific specialty or preferred benefit type by selecting the appropriate item from the drop-down list.

We're here for you

Are you new to Aetna? Or do you simply want to see what's new?

Learn how to do business with us quicker and simpler

Just attend our "Doing business with Aetna" webinar on the second [Tuesday](#) or third [Wednesday](#) of each month from 1:00 PM to 2:15 PM ET. Ask questions and get answers on the spot.

We'll show you how to:

- Locate provider manuals, clinical policy bulletins and payment policies
- Access online transactions such as those related to eligibility, benefits, precertifications, and claim status/disputes
- Register for live instructional webinars
- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

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Provider education bulletin

March 2022 edition, day 2 of 2

This is day two of our provider education spring series. Today's edition highlights Aetna's telemedicine program for behavioral health providers.

We're committed to bringing useful information straight to your inbox. The goal is to help you — our trusted health care providers and staff — stay in the know about programs and policies that help improve health outcomes and increase patient satisfaction.

Topic of the day

Telemedicine allows you to stay connected to your patients.

Virtual care — also known as telemedicine — has many benefits for both patients and providers. According to the National Council for Mental Wellbeing, nearly six in ten Americans seek or want

to seek mental health services for themselves or for a loved one.¹ Yet, nearly half must drive more than an hour for treatment. By simply incorporating telemedicine into your behavioral health service delivery strategy, you can:

- Keep patients in treatment
- Tailor services to your patients' needs
- Track patient outcomes
- Make feedback more easily available to physical health providers

In addition, many telemedicine systems have integrated all aspects of behavioral health care delivery, including:

- Scheduling appointments
- Directing prescriptions to patients' pharmacies, if applicable
- Billing insurers for behavioral health services

Ultimately, telemedicine helps you and your practice improve member access to care and streamline your operations.

What you need to know

Any credentialed Aetna® behavioral health provider who meets our [criteria for participation](#) can participate in telemedicine. Aetna does not endorse any one platform for telemedicine; we support providers using the platform of their choice as long as it is HIPAA compliant.

Learn more by reviewing [Aetna's telemedicine policy](#) and the [COVID-19: Telemedicine FAQs](#) document.

Is enrollment required to offer telemedicine services?

No, and there is no additional paperwork or documentation required for offering telemedicine services. Our [online provider directories](#) list providers who currently offer telemedicine as part of their service delivery. To update your telemedicine status, simply go to Availity > My Providers > Provider Data Management > Manage Business > Service Locations.

What other telemedicine services are available to Aetna members?

Teladoc® telehealth services—Offers convenient and quality nonemergency medical care as an alternative to urgent care. Care is available anytime by web, phone and the Teladoc mobile app. Please have your patients confirm that their plan includes Teladoc.

24-Hour Nurse Line—Allows patients to ask questions to a registered nurse at any time of day.

Aetna Second Opinion™ service, powered by 2nd.MD—Allows patients to receive a second opinion on a new diagnosis or surgery at no cost to them.

¹The National Council for Mental Wellbeing. [Press release](#). Washington, D.C. October 10, 2018. Accessed on February 7, 2022.

AbleTo program—An eight-week program that gives patients access to personalized counseling by phone or video at their convenience to manage overwhelming health and life events.

For additional questions about our telemedicine program, please reach out to our Provider Contact Center by using the Contact Us feature on Availity®, under the Applications tab.

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