



## Provider education bulletin

September 2021 edition, day 1 of 2

# Welcome to our provider education bulletin — fall edition

Dear health care partners,

Supporting you, our trusted partners, and your Aetna® patients on their path to better health is always our top priority. And our quarterly provider education bulletin helps make working with us simpler. We send useful information, tools, tips and resources straight to your inbox. So, you can spend more time focusing on your patient's health.

In our fall edition, we'll share more ways to find information and highlight Aetna programs that help improve health outcomes.

- **Today's edition — how to locate your Aetna provider identification number (PIN)**

You'll need your PIN to do some of the transactions on **Availity**.

- **Tomorrow's edition — highlights game-changing Aetna programs and services**

These include our Gene-Based, Cellular and Other Innovative Therapies ("GCIT™") and our maternity, opioid screening and depression programs.

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

Locating your PIN and identifying your plan affiliation and network status

### What is it?

We assign providers that contract with us (or an Aetna® joint venture plan) a seven-digit unique provider identification number (PIN).

Your PIN is an optional identifier for many transactions on Availity®. But it is **required** for these transactions:

- Code edit look-up tool
- Fee schedule look-up
- HMO Rosters/Capitation Reports



**Time-saving tip:** Add it in now and forget about it later

When you add your PIN in the Payer Assigned Provider Identifier in Availity, it will pre-populate in all required fields. Simply go to **Availity>My Providers>Express Entry**.

### Where you can find it

To locate your PIN, follow these four simple steps:

#### For Commercial providers

**Step 1:** Go to [Aetna.com](https://www.aetna.com) and scroll down to the Helpful Links section and select “Provider referral directory.”

**Step 2:** Enter your office’s ZIP code.

**Step 3:** Click on “Skip plan selection.”

**Step 4:** Enter your name in the search box, then select it from the drop-down menu.

**Note:** Your PIN will display below your name.

#### **For Medicare providers**

**Step 1:** Go to [Aetna.com](https://www.aetna.com) and scroll down to the Helpful Links section and select “Medicare directory.”

**Step 2:** Choose “2021 Medicare plans you purchase yourself.”

**Step 3:** Enter your location’s ZIP code, then click “Skip plan selection.”

**Step 4:** Enter your name in the search box.

**Note:** Your PIN will display below your name.

For a step-by-step illustration on how to do a provider search, refer to our [quick reference job aids](#). You can find them under the “Lay of the land” section on [Aetna.com](https://www.aetna.com).

#### **Know your plan and network status**

You can also use the provider referral directory to view your plan affiliation and network status. Simply click on the “**See Accepted Plans**” link on the response screen. Then you’ll get a complete listing of your affiliated plans and network status.

## **We’re here for you**

Stay in the know about our ongoing learning opportunities

#### **Learn how to do business with us quicker and simpler**

Just attend one — or all — of our monthly live, instructor-led webinars. Ask questions and get answers on the spot.

##### **We’ll show you how to:**

- Access online tools and resources
- Verify patient eligibility and benefits
- Find claims status and payment tools
- Submit a precertification and check the status of pending requests
- Dispute a claim online

Go to [Aetna.com/Webinars](https://www.aetna.com/Webinars) and register today.

Was this information helpful?



You can also [send us your questions or comments.](#)

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## Provider education bulletin

September 2021 edition, day 2 of 2

This is day two of our provider education bulletin fall series. Today's edition highlights Aetna® programs we are proud to offer you and your patients.

We're committed to offering a wide range of programs and services. The goal is to help you — our trusted health care partner — **develop treatment pathways that help improve health outcomes and increase patient satisfaction.**

### Topic of the day

These four Aetna programs are game changers in improving health outcomes

## **Aetna Institutes™ Gene-Based, Cellular and Other Innovative Therapies (GCIT™) Designated Network program**

The GCIT™ Designated Network program is the Aetna® participating network for certain gene therapy services. The program helps patients who have been diagnosed with certain genetic conditions that may be treated with the use of innovative FDA-approved GCIT products.

All fully insured benefits plans, and an increasing number of self-insured ones, now require members to seek GCIT services from a GCIT-designated provider to receive any coverage or maximum in-network coverage for GCIT services. This means that providers who are not contracted with the GCIT-designated networks for specific GCIT services may not be able to provide those services in the future.

Current GCIT-designated services include Luxturna, Spinraza and Zolgensma. If you provide these GCIT-designated services and wish to become a GCIT-designated provider, **contact us**.

Visit our website to learn more about the **Aetna Institutes™ programs**, including participation criteria for the GCIT network.

## **Aetna Enhanced Maternity Program™**

The Aetna Enhanced Maternity Program is designed to help your patients along their pre-conception through post-partum journey to achieve a healthy term delivery. Targeted support, including case management and educational materials, is available for subscribed pregnant people with identified risk factors. Our program is staffed with experienced maternity nurses, and it now includes fertility advocates for those facing the unique challenges of infertility.

### **Other beneficial features of the program include:**

- Culturally competent outreach and personalized recommendations to educate members and improve clinical outcomes
- Preeclampsia prevention program
- Access to genetic counseling and guided genetic testing
- The Maternity Support Center including enriched content on the leading causes of poor maternal/child health outcomes

We are committed to closing gaps in maternal care due to racial and ethnic disparities. So we are enhancing program offerings and educational resources. We're also providing our staff with non-bias training to support our members. All of this and more will be available in **January 2022**.

## **Opioid Overdose Risk Screening program**

Our behavioral health clinicians screen members to identify patients at risk for an opioid overdose. Any patient receiving a diagnosis of opioid dependence may be at risk. Learn more about the opioid epidemic at **CDC.gov**

## How you can help

Consider naloxone for patients at risk for an opioid overdose. Naloxone reverses the effects of an opioid overdose. Giving naloxone kits to laypeople reduces overdose deaths, is safe and is cost-effective. You can also tell patients and their family or support network about signs of overdose and administering medication.

Coverage of naloxone varies by individual plans. Call the number on the member's ID card for more information on coverage. We waive copays for the naloxone rescue medication Narcan® for fully insured commercial members.

For resources for you and your patients, simply visit [\*\*Aetna.com\*\*](https://www.aetna.com).

## Aetna Depression in Primary Care Program

Depression is an important health problem often seen in primary care. More than 8 million doctor visits each year in the U.S. are for depression, and more than half of these are in the primary care setting. So, the [\*\*Aetna Depression in Primary Care Program\*\*](#) is making it even easier for primary care physicians to screen and treat patients experiencing depression at the primary level.

### Program benefits

- Access to a tool to screen for depression as well as monitored response to treatment
- Reimbursement for depression screening and follow-up monitoring
- Patient health questionnaire (PHQ-9) — specifically developed for use in primary care
- Quick and easy self-administration
- Specific for depression
- Materials available in English and Spanish
- PHQ-9 reimbursement — submit claim with the following billing combination: CPT® code 96127 (brief emotional/behavioral assessment) or G0444 (annual screening for depression) in conjunction with diagnosis code Z13.31 (screening for depression)

### To get started, you simply need to:

- Be a participating provider
- Use the [\*\*PHQ-9\*\*](#) tool to screen and monitor your patients
- Submit your claims using the combination coding

To learn more about the Depression in Primary Care Program, visit [\*\*Aetna.com\*\*](https://www.aetna.com). There you'll find [\*\*information, inspiration and support\*\*](#) to share with patients and caregivers.

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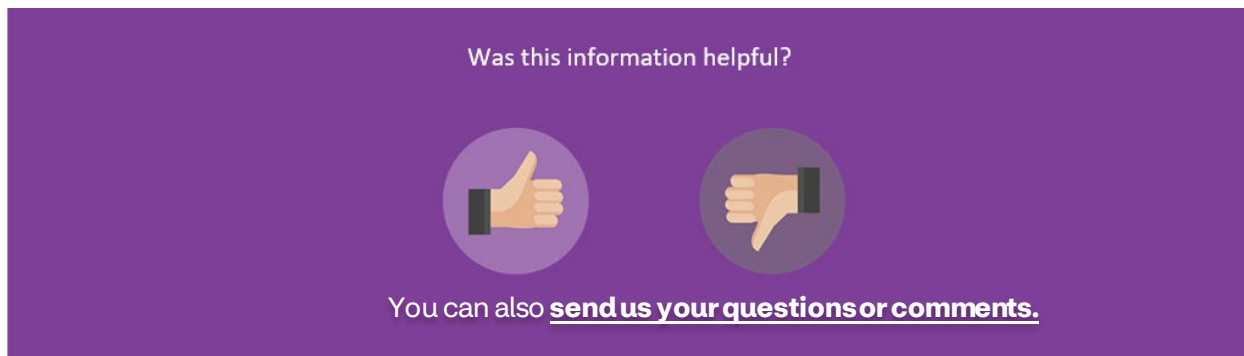
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