“All health care is human care. We can never forget that we’re in the business of people, and their ability to achieve their life’s ambitions through overall good health.”

-- Karen Lynch
Our members are at the center of everything we do

Aetna at a glance:
- 50,000 employees
- 23.5 million medical members
- $61 billion revenue
- 160 years of national and international experience
- 3rd largest managed care organization in the U.S.

Aetna in Kansas:
- Kansas Based Network Development Team
- KanCare 2.0 will serve ~130k members with 500+ locally based employees
- Currently serving approximately 380K commercial and Medicare members
Who We Are

Aetna Better Health of Kansas is the operating MCO Name

Separate Operations from our Commercial/Medicare Advantage Plans in Kansas

- Designated staff, with Kansas based Executive Leadership for KanCare
- Kansas-based Member/Provider Call Centers
- 3 office locations
  - Overland Park
  - Topeka
  - Wichita
- Local Network Development & External Provider Liaisons – for Face-to-Face interaction
KanCare Implementation Timeline for Aetna

• Amerigroup members will be assigned to Aetna, but can choose any of the three MCOs

• All members received enrollment packets, beginning in October, and will be allowed a new MCO choice period that runs until April 3, 2019

• December 2018 – Member Plan / PCP assignments

• January 1, 2019 - “Go Live” for Aetna Better Health of Kansas
Becoming a Participating Provider
Building Blocks for Aetna’s Medicaid Network

Utilizing 3 Avenues to Expedite the Network Build

1. Children’s Mercy Family Health Partner Agreements
2. Amendment to Your Aetna Commercial/Medicare Agreement
3. Aetna Better Health of Kansas Direct Agreement

IF YOU HAVE NOT RECEIVED MATERIAL OR BEEN CONTACTED- PLEASE PROVIDE YOUR PROVIDER INFORMATION AT THE END OF THE MEETING AND A STAFF MEMBER WILL REACH OUT TO YOUR OFFICE.
Aetna Better Health of Kansas Provider Credentialing

Aetna will follow the State’s New Provider Credentialing Process being implemented for 1/1/2019.

Will have Provider Supplemental Form to obtain additional information specific to Aetna Better Health data needs for provider directory, attributes, etc.
Aetna Members
Verifying Eligibility

Presentation of an Aetna Better Health ID card is not a guarantee of eligibility or reimbursement.

Providers can get the most up-to-date eligibility information through KMAP.

Providers can also verify member eligibility online through the Secure Web Portal at www.aetnabetterhealth.com/kansas or by calling the Member Services department at 1-855-221-5656.
Member ID Cards

The member ID card contains the following information:

- Member name
- Member ID number
- Date of birth of member
- Member’s gender
- PCP name
- PCP phone number
- Effective date of eligibility
- Claims address
- Emergency contact information for member
- Health plan name - Aetna Better Health
- Aetna Better Health logo
- Aetna Better Health’s website address
- Carrier Group Number
- RX Bin Number
- RX PCN Number
- RX Group Number
- CVS Caremark Number (For Pharmacists use only)
Provider Information
Items in Flight

The following items are in the process of being completed and submitted to KDHE for approval:

1. Provider Manual and Other Provider Collateral
3. Appeals and Grievance Policies and Procedures
4. Kansas Provider Relations Territory Map – Coming December 17th!
5. Provider Orientations and Webinars
Provider Orientation and Welcome Documents

Coming Soon

• Sign-up & Attend Webinars
• Register & Attend the “Statewide” Provider Town Hall Orientations
• External Provider Relations Staff will be in place
• Provider updates and additional information will be communicated via:
  ➢ Newsletter (fax & email)
  ➢ Updated information on our website
  ➢ Provider Relations staff provider visits
Key Information

Aetna Better Health will follow and utilize the following:

- MCG (Milliman Care Guidelines) for Medical Management to determine medical necessity
- Dental, Vision and NEMT will be subcontracted
  - Skygen for Dental and Vision
  - Access to Care for Non-emergency Medical Transportation (NEMT)
Billing & Claims Payment

Timely filing:
• Submit original claims 180 days from the date of service
• Submit corrected claims 365 days from the date of service
• Submit COB claims 365 days from the date of the primary insurer’s EOB or from the date of service, whichever is later

Submit Paper Claims To:
Claims Correspondence
Aetna Better Health of Kansas
P.O. Box 61838
Phoenix, AZ 85082-7540

Electronic Claims Submission Through Clearinghouse:
• Payer ID’s: 128KS (Claim Submission)
• ABHKS (Real-Time)
Note: Before submitting a claim through your clearinghouse, please verify that your clearinghouse is compatible with Change Healthcare
Aetna Medicaid Provider Web Portal
Aetna Medicaid Provider Web Portal

• Medicaid Web Portal is built to provide web self-service capability for Providers, Members and Health Plan users

• In addition, the portal has single sign-on (SSO) capabilities to other Aetna applications.

• The portal is Section 508 (Americans with Disabilities Act) compliant and will be supported on Mobile devices (Android and iOS).
User Roles and Application Functionality

- **Member**
  - Search Claims
  - Search Authorizations
  - Change PCP
  - Request ID Card
  - Change Member Demographics

- **Provider and Provider Admin**
  - Search Claims
  - Search Authorizations
  - Member Eligibility Search
  - Panel Roster
  - Provider Search
  - Remittance Search
  - Change Provider Demographics
  - Claim, Authorization and Member Eligibility Issues

- **Health Plan users * **
  - Add Accounts
  - Assign Inbox Roles
  - Password Reset
  - Enable Account
  - Disable Account
  - Search Claims
  - Search Authorizations
  - Member Eligibility Search
  - Provider Search
  - Remittance Search
  - Panel Roster (View of Affiliations)

- **Admin **
  - Activate / Deactivate portal access
  - Invoke self service Password Resets
  - Update Portal Role of the providers
  - Search, List, Print User Lists by Last name, User ID, or Portal Roles
  - Assign Inbox Access
  - Compose Messages to Users

* Includes the following roles: Provider Relation Admin, Member Support Admin
** Includes the following roles: Web Portal Master, HP User Account Management
Main Login Page

- Enter User Name and Password
- Select Sign In
Universal User Landing Page

- Top Bar Navigation
- Messages & Notification
- Useful Links
- Fat Footer
- Health Tools – Submit Authorization
Tasks - Search Authorizations

- **Search Authorizations** - Allows user to search for authorizations. Searches can be refined by providing search criteria such as Authorization Status or Authorization Date Range.
Tasks - Search Authorizations (contd.)

- Search Authorization Results

[Image of the search authorization results page]

This page lists authorization records matching your input options. Select the Authorization ID to display the details of the authorization. You can Print or Download the authorizations list using the icon links on the page.

Search Results (5)

<table>
<thead>
<tr>
<th>Authorization ID</th>
<th>Authorization Title</th>
<th>Authorization Type</th>
<th>Member Name</th>
<th>Requesting Provider Name</th>
<th>Servicing Provider Name</th>
<th>Submission Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789012</td>
<td>Inprocess</td>
<td>Inpatient</td>
<td>SHEPHERD, DIRK</td>
<td>CHRIST HOSPITAL</td>
<td>SHEPHERD, DIRK</td>
<td>02/17/2013</td>
</tr>
<tr>
<td>140050000010</td>
<td>Approved</td>
<td>Outpatient</td>
<td>BRANSON, BRUCE</td>
<td>SHEPHERD, DIRK</td>
<td>SHEPHERD, DIRK</td>
<td>07/15/2013</td>
</tr>
<tr>
<td>140050000018</td>
<td>Approved</td>
<td>Outpatient</td>
<td>SHEPHERD, DIRK</td>
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<td>140050000007</td>
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<td>SHEPHERD, DIRK</td>
<td>03/19/2013</td>
</tr>
</tbody>
</table>

Displaying 1 - 5 of 5 results

Search Tips

Not able to find the right results? Try again by clicking on the 'Search Authorization' bar (at the center of the page) to edit your search criteria.
 Tasks - Search Authorizations (contd.)

- **Authorization Details** - On click of the Authorization ID link, the authorization details will be displayed.
Tasks - Search Claims

- **Search Claims** - Allows user to search for claims. The search can be refined by providing search criteria such as Claim Status, Claim Type, Date Range etc.
Tasks - Search Claims (contd.)

- Search Claims Results

<table>
<thead>
<tr>
<th>Claim ID</th>
<th>Check No</th>
<th>Claim Type</th>
<th>Member Name</th>
<th>Paid Date</th>
<th>Provider Name</th>
<th>Claim Status</th>
<th>Total Filled Amount</th>
<th>Total Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1330506023A</td>
<td>1</td>
<td>Professional</td>
<td>NAME14, NAME2</td>
<td>12/23/2013</td>
<td>SHEPHERD, DIRK</td>
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<td>$38.57</td>
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<td>13347E22081</td>
<td>12</td>
<td>Professional</td>
<td>NAME11, NAME11</td>
<td>04/08/2014</td>
<td>SHEPHERD, DIRK</td>
<td>PAID</td>
<td>$140.00</td>
<td>$90.00</td>
</tr>
<tr>
<td>13347E22081A</td>
<td>1</td>
<td>Professional</td>
<td>NAME11, NAME11</td>
<td>04/08/2014</td>
<td>SHEPHERD, DIRK</td>
<td>PAID</td>
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<td>$90.00</td>
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<td>SHEPHERD, DIRK</td>
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<td>$90.00</td>
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<td>Professional</td>
<td>NAME11, NAME11</td>
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<td>NAME12, NAME2</td>
<td>12/20/2013</td>
<td>SHEPHERD, DIRK</td>
<td>PAID</td>
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<td>$54.56</td>
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<td>NAME12, NAME2</td>
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<td>SHEPHERD, DIRK</td>
<td>PAID</td>
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<td>$156.80</td>
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<td>10008</td>
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<td>NAME12, NAME2</td>
<td>04/08/2014</td>
<td>SHEPHERD, DIRK</td>
<td>PAID</td>
<td>$396.00</td>
<td>$156.80</td>
</tr>
<tr>
<td>13347E22082A</td>
<td>10015</td>
<td>Professional</td>
<td>NAME12, NAME2</td>
<td>04/08/2014</td>
<td>SHEPHERD, DIRK</td>
<td>PAID</td>
<td>$396.00</td>
<td>$156.80</td>
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<tr>
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<td>SHEPHERD, DIRK</td>
<td>PAID</td>
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<td>$406.00</td>
</tr>
</tbody>
</table>
Tasks - Search Claims (contd.)

- **Claim Details** - On click of the Claim ID, the claim details will be displayed.
Tasks - Search Remittances

- **Search Remittances** - Allows user to obtain and display remittance advice detail based upon a paid claim. This page allows the user to search for (and generate) a list of paid claims.
Tasks - Search Remittances (contd.)

- Search Remittances Results

<table>
<thead>
<tr>
<th>Claim ID</th>
<th>Member Name</th>
<th>Check Number</th>
<th>Paid Date</th>
<th>Total Paid</th>
</tr>
</thead>
<tbody>
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<td>1234567890</td>
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<td>12</td>
<td>12/20/2013</td>
<td>$35.38</td>
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<tr>
<td>1234567892</td>
<td>LNME1, FNAM1</td>
<td>12</td>
<td>12/20/2013</td>
<td>$35.38</td>
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<tr>
<td>1234567893</td>
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<td>12</td>
<td>12/20/2013</td>
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</tr>
<tr>
<td>1234567894</td>
<td>LNME1, FNAM1</td>
<td>12</td>
<td>12/20/2013</td>
<td>$35.38</td>
</tr>
</tbody>
</table>

Displaying 1 - 20 of 71 results
Tasks - Search Members

- **Search Members** - Allows user to search for a member. The search criteria includes Last Name, Date of Birth or Member ID.
Tasks - Search Members (contd.)

- Search Member Results
Tasks - Search Providers

- **Search Providers** - Allows user to search for a provider based upon various criteria. The search option includes Name, Provider Type, Provider Specialty, City, Zip code or by Provider ID.
Tasks - Search Providers (contd.)

- Search Providers Results

![Search Providers Results](image-url)
Please contact us with any questions
At
ProviderExperience_KS@aetna.com
1-855-221-5656