

# Integrated Patient-Centered Care: Through Collaboration with Aetna Better Health of Louisiana

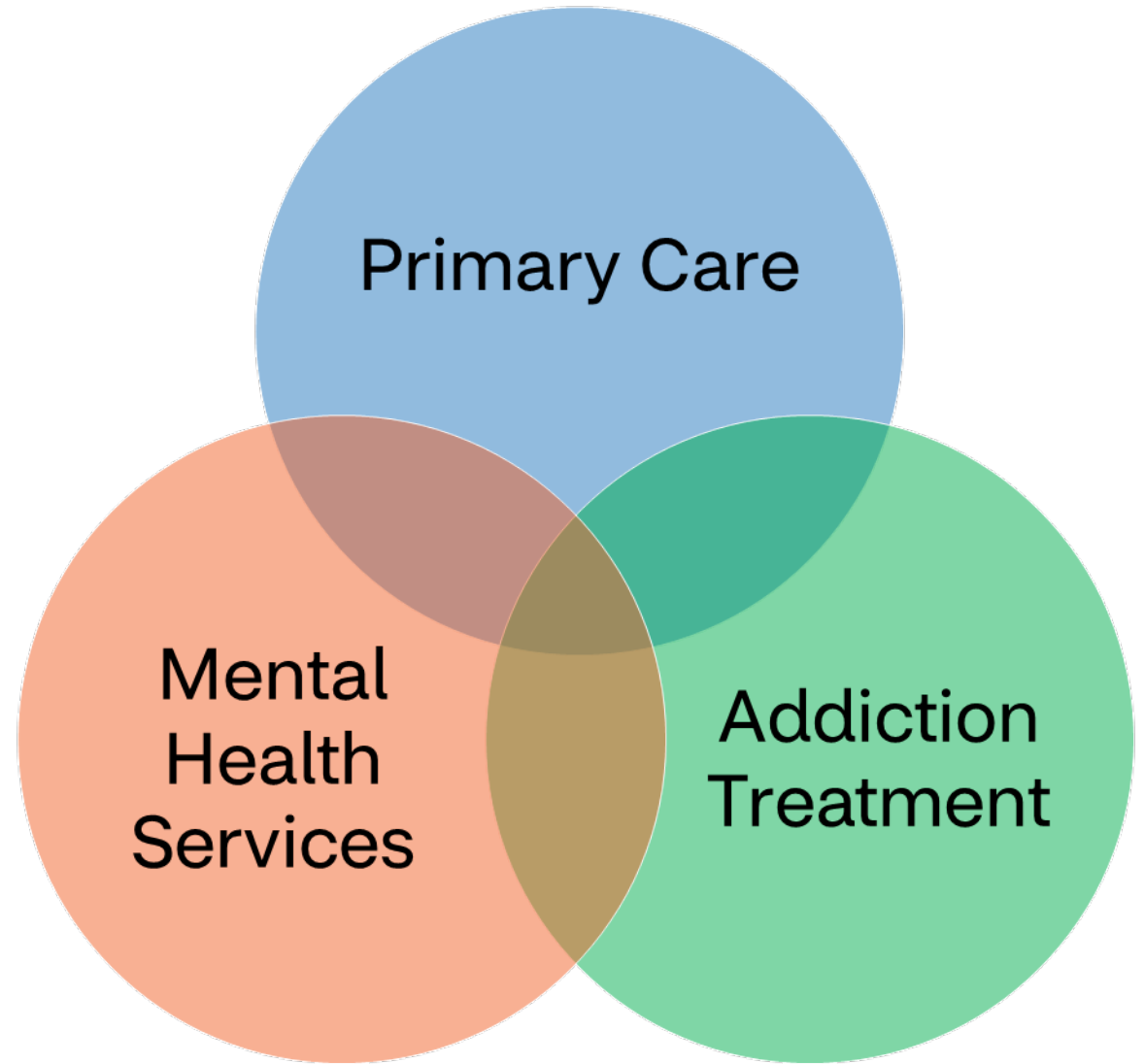
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# What is Integrated Care?

The **care** that results from a practice team of primary care and behavioral health clinicians and other staff working with patients and families, using a systematic and cost-effective approach to provide patient-centered care for a defined population.



# Why Integrated Care Is Important

1. The relationship between mental and physical health is becoming increasingly supported by research studies and health data
  - ❖ Historically these two aspects of the human body were treated separately, but as research shows, behavioral health issues are increasingly accompanied by chronic health conditions that profoundly impact individuals and make them significantly more susceptible to physical health issues
  - ❖ Depression has been linked to many chronic illnesses that include diabetes, asthma, cancer, cardiovascular disease, and arthritis
  - ❖ Schizophrenia has also been linked to higher risk of heart and respiratory diseases
2. Mental Health conditions can also make dealing with a chronic illness more difficult
  - ❖ The mortality rate from cancer and heart disease is higher among people with depression or other mental health conditions
  - ❖ People with mental health diagnoses are more likely to suffer sleep disorders and smoke cigarettes, both contribute to physical ailments
3. Research also shows how physical conditions often contribute to mental health symptoms
  - ❖ Psoriasis is associated with acute stress and depression
  - ❖ Cancer diagnoses and heart attacks can lead to feelings of depression or anxiety

# How Aetna can assist with integrative care?


Aetna Better Health of Louisiana creates and supports “best practices” in not only physical health care but also behavioral health care. If your practice or organization would like more information on integrating care, Aetna can help.

Service/Benefit	Covered Service/Benefit	Limits
Assertive community treatment (ACT Team)	Eligible adults can have a team of professionals help them with mental health and substance use services, housing and other social needs for community living.	Covered for members eligible for adult mental health rehabilitation services. Prior authorization is required.
Basic behavioral health services	Services are provided in a primary care clinic and include screening for mental health and substance use issues, prevention, early intervention, medication management, treatment and referral to specialty services.	
Community Psychiatric Support and Treatment (CPST)	Counseling and support provided at home, school, or work. Additional services may be available for members with special mental health care needs	Covered for members from age 0-20 and members eligible for adult mental health rehabilitation services. Prior authorization is required.
Psychosocial Rehabilitation (PSR)	Services to help you feel healthy and more comfortable with other people. This counseling can include family members and other helpers.	Covered for members from age 0-20 and members eligible for adult mental health rehabilitation services. Prior authorization is required.
Crisis intervention and stabilization	You can get help right away if you have a mental health emergency or crisis.	
Therapeutic group homes	Allows youth to live in a home-like setting with a small group of other youth to get the services needed.	Covered for members from age 0-20. Prior authorization is required.

# How Aetna can assist with integrative care? - continued

Service/Benefit	Covered Service/Benefit	Limits
<p>Licensed Mental Health Professionals (LMHP) LMHPs are licensed by the State of Louisiana. They can be:</p> <ul style="list-style-type: none"> <li>• Psychiatrists</li> <li>• Licensed Psychologists</li> <li>• Medical Psychologists</li> <li>• Professional Counselors</li> <li>• Clinical Social Workers</li> <li>• Addiction Counselors</li> <li>• Marriage and Family Therapists</li> <li>• Advanced Practice Registered Nurses</li> </ul>	Outpatient counseling for mental health and substance use treatment.	
Mental health inpatient hospital services	Mental health services provided in the hospital.	Prior authorization may be required.
Psychiatric residential treatment facilities	Allows youth to live in a treatment facility to get the behavioral health care needed.	Covered for members from age 0-20. Prior authorization is required.
Psychiatrist visits	Visits with a licensed psychiatrist. A psychiatric nurse practitioner is also able to provide this service.	
Rehabilitation substance use	Outpatient and residential counseling and treatment for substance use conditions.	Prior authorization may be required.
Telemedicine for behavioral health services	An alternative to clinic visits in areas that have limited access to behavioral health services. Meet with your behavioral health providers from a computer.	

# How Aetna can assist with integrative care? - continued

Service/Benefit	Covered Service/Benefit	Limits/Resources
<p>Pyx Health Program App used to build connections with each member to bridge the gap between their precise needs and your organization's resources—all while providing a friend who cares.</p>	<ul style="list-style-type: none"> <li>• Access resources, screenings, and SDOH needs In addition to providing quick and easy access to your health plan resources, the Pyx Health program also regularly screens for loneliness, depression, anxiety, and SDOH needs (housing, food, childcare, etc).</li> <li>• Chat with Pyxir Pyxir provides 24/7 encouragement, humor, and self-management strategies based on a member's daily mood and wellness selections.</li> <li>• Get human support Our Compassionate Support Center is there to assist members over the phone—making them feel heard, seen, and helped in times of need with a referral to your care team or a community-based organization.</li> </ul>	<p>A printable hand out for Aetna only patients</p> <div style="text-align: center;">  <p>Adobe Acrobat Document</p> </div>

# **Social Determinants of Health (SDoH) For Adults and Children**



# Addressing SDoH is key to improving health and equity



Childhood experiences



Housing



Education



Social support



Family income



Employment



Our communities



Access to health services

- **SDoH have bigger influence on health than health care:**

60% of your patient's health is driven by social, behavioral, and environmental factors like their education, income, and race/ethnicity

- **Social and environmental factors drive health disparities:**

Unequitable access to education, employment, healthy environments, and healthcare are driven by structural biases including gender discrimination and racism


- **Unmet social needs are associated with higher utilization and cost:**

People reporting food insecurity or lack of transportation are more likely to report **multiple ED visits** and inpatient stays


Addressing these factors represents our greatest opportunity to help your patients live healthier lives



# How ABHLA can assist you with addressing your patients SDoH needs?

Service/Benefit	Covered Service/Benefit	Limits
<p><b>Non-emergency medical transportation</b> To schedule a ride, call our transportation vendor at 1-877-917-4150</p>	<p>Transportation to and from appointments for Medicaid covered services appointments and to extra services we offer such as adult dental care and pharmacy following 34 for more information on extra benefits.</p>	<p>There is no limit on the number of trips provided. You can call Monday through Friday 8 AM to 5 PM. Transportation appointments must be scheduled three (3) business days in advance. You may make your reservation up to thirty (30) days in advance. Our transportation vendor will assist with ongoing transportation needs for services such as dialysis, or other re-occurring treatments.</p>
<p>Cell service at no cost to you</p>	<p>See if you're eligible for Assurance Wireless Lifeline cell service plus an Android TM Smartphone. We know how important it is to stay connected to healthcare, jobs, emergency services and family. That's why Aetna Better Health of Louisiana is partnering with Assurance Wireless Lifeline service. Each month eligible Assurance Wireless customers receive, at no cost: Unlimited Data Unlimited Texts and Voice Minutes</p>	<p>A flyer that can be printed and given to patients</p> <div style="text-align: center;">  <p>Adobe Acrobat Document</p> </div>
<p>Free over-the-counter products</p>	<p>Aetna Better Health of Louisiana offers each household \$25 worth per month of certain over-the-counter (OTC) drugs and supplies mailed right to your home.</p>	

# How ABHLA can assist you with addressing your patients SDoH needs?

Service/Benefit	Covered Service/Benefit	Limits
<b>Nurses, behavioral health professionals, and community health workers</b>	You have access to nurses, behavioral health professionals, and community health workers to help you manage your health and get access to the care you need. We have nurses, social workers, and community health workers on staff who are ready to help you. We also have a 24-hour nurse line if you need medical advice. For more information call Member Services at 1-855-242-0802 (TTY: 711).	
Housing Specialist	ABHLA has a housing special to assist enrollees who are experience housing insecurity with finding housing.	
SDoH Resources through Find Help	Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost	<a href="https://aetna-la.findhelp.com/">https://aetna-la.findhelp.com/</a>
SDoH Codes	<p>The complete list of covered Z codes is attached</p> <div style="text-align: center;">  <p>Microsoft Word Document</p> </div>	<p>Effective 12/13/2021, ABHLA will reimburse a flat rate incentive payment of \$30 for a one-time billing of Z Codes per claim.</p> <ul style="list-style-type: none"> <li>• To ensure receipt of this incentive payment, providers must include any of the Z Codes listed in this notification as an additional diagnosis on a claim, then bill CPT Code G9919 with 1 unit</li> <li>• Providers of all types may bill Z Codes in the above manner for the flat rate reimbursement</li> <li>• There is no maximum number of Z Codes which can be included on the claim</li> </ul>

**Developmental Screenings:  
Your Important Role in  
Monitoring Children's  
Development**

# Developmental Screenings: An Important Role in Monitoring Children's Development

**Why monitoring children's development and identifying developmental concerns early are important:**



- The **most important reason** for monitoring each child's development is to find out if a child's development is on track
- It is **important to act early** if there are signs of potential development delay because early treatment is so important for improving a child's skills and abilities

# How ABHLA can assist you with taking care of your young patients?

Aetna Better Health of Louisiana creates and supports “best practices” in the care of our youngest enrollees through the following services

Service/Benefit	Covered Service/Benefit	Limits
Early Periodic Screening, Diagnostic, and Treatment (EPSDT)/Well-Child Checkups	<ul style="list-style-type: none"> <li>• Medical screenings</li> <li>• Developmental screenings</li> <li>• Vision screenings</li> <li>• Hearing screenings</li> <li>• Dental screenings</li> <li>• Periodic and inter-periodic screenings</li> </ul>	Covered for members from age 0-20.
Immunizations		Covered for members from age 0-20. Members 21 and up covered for: <ul style="list-style-type: none"> <li>• Flu</li> <li>• Human Papilloma virus (HPV)</li> <li>• Pneumococcal polysaccharide vaccine (PPSV)</li> <li>• Tetanus</li> </ul>
Pediatric day healthcare services	Services include nursing care, respiratory care, physical therapy, speech therapy, occupational therapy, assistance with aids of daily living, transportation services, and education and training.	Covered for members from age 0-20. Prior authorization is required.

# How ABHLA can assist with taking care of young patients?

Service/Benefit	Covered Service/Benefit	Limits
Ted E. Bear, M.D.® Kids Club	<p>We offer a weight management program for children and adolescents</p> <ul style="list-style-type: none"> <li>• Members aged 5-20 who join receive a pedometer or exercise band.</li> <li>• Plus, they receive gift cards as they meet the goals they set.</li> </ul> <p>Swimming lessons</p> <ul style="list-style-type: none"> <li>• Eligible Club members, ages 3 to 12, can attend 8 weeks of swimming lessons at participating YMCAs.</li> </ul>	
Coordinated System of Care (CSoC). This is a program for youth in out-of-home placement or at-risk of out-of-home placement. These services continue to be covered by Magellan	Contact the Magellan, the Louisiana Behavioral Health Partnership (LBHP) at 1-800-424-4489.	
Children’s dental services	Contact MCNA Dental at 1-855-702-6262 TTY: 1-800-955-8771 www.mcnala.net	
Targeted Case Management Services	Contact the Office for Citizens with Developmental Disabilities at 1-866-783-5553	
Applied Behavioral Analysis Services	For more information call Member Services at 1-855-242-0802 (TTY: 711).	

# Most children with developmental delays are not identified early enough for them to benefit from early intervention services; you can help change that.

- Although about **1 in 6 children** has a developmental disability, less than half of these children are identified as having a problem before starting school.
- Too often, **adults don't recognize** the signs of a potential developmental disability, they are not sure if their concern is warranted, or they don't have resources to help make their concern easier to talk about.
- But **pinpointing concerns and talking** about them is very important to getting a child the help needed.





# Final Thoughts

All of the topics discussed are important to treating the whole person in a person-centered manner. By monitoring each adult and/or child in your care for behavioral health concerns, social determinants of health, and for children developmental delays you can identify those who might need services and support and help them get it for themselves as early as possible.



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