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June 2015

In April we sent a notice to HealthCare USA contracted providers explaining some changes that will occur in 2015 with our Missouri Medicaid plan. This letter is a reminder of these changes. We have also included some additional information.

Summary of previously announced changes to be effective June 29, 2015

- HealthCare USA will change its legal name to Aetna Better Health® of Missouri LLC.
- Your existing HealthCare USA or MHNET provider agreement will remain active for the Medicaid product.
- For medical criteria, Hearst Corporation’s MCG evidence-based care guidelines (formerly Milliman Care Guidelines) will be utilized instead of McKesson's InterQual® Criteria.
- There will be **no change** to the criteria used for behavioral health services. LOCUS (adult) and CASII, formerly called CALOCUS (children/adolescents) will continue for behavioral health.
- There will be a new claim submission address and a new Emdeon Payer ID for the Medicaid business.
- We will have a new Aetna Better Health provider portal. After the effective date, the existing HealthCare USA provider portal (www.directprovider.com) will no longer be available, except to view historical remittance advices, authorizations and claims.



Quick Reference Guide

Enclosed you’ll find a Quick Reference Guide which provides important information about Aetna Better Health of Missouri. It includes key changes, phone numbers and websites. This information will be effective for Medicaid business June 29, 2015.

Claim Submission Address/ Payor ID Change

Please note the new claim submission address and payor ID listed below and in the Quick Reference Guide. Effective June 29, 2015, you should submit all HealthCare USA / Aetna Better Health of Missouri Medicaid claims to the new claim submission address and utilize the new Emdeon Payer ID. **Regardless of the date of service**, any HealthCare USA / Aetna Better Health of Missouri Medicaid claim should be submitted utilizing the new EDI payer ID or new claim submission address beginning June 29, 2015.

Claim submission address	Aetna Better Health of Missouri P.O. Box 65855 Phoenix, AZ 85082-5855
Emdeon EDI	128MO
<ul style="list-style-type: none"> • Payor ID • (837 Claim) 	
Real time Transaction ID	ABHMO
<ul style="list-style-type: none"> • Eligibility (270/271) • Claim status (276/277) • Verify/submit an authorization (278) 	

Aetna Better Health provider portal registration

Effective June 29, 2015 the Aetna Better Health provider portal will be available for contracted providers. This tool allows providers to verify eligibility, conduct claims inquiry, request prior authorization and obtain remittance advices. The existing HealthCare USA provider portal will no longer be available.

In early June, the Provider Relations team will contact registered users for the current HealthCare USA portal, to complete a portal registration form in order to expedite the registration process. **Providers must register for the new provider portal by completing the Portal Registration Form.** This form will soon be available on our website www.aetnabetterhealth.com/mo. Please fax your completed form to **1-866-278-9981**. You can also submit the form via mail or to your Provider Relations Representative.

Current CMS claim form

In addition to using the new claim submission address and new Emdeon payor ID, effective June 29, 2015, all providers that are submitting paper claims must utilize the **current** CMS 1500 claim form. This form was updated February 2012. After June 29, 2015, older versions of the CMS form will not be accepted. You can find instructions on the current claim form as well as a downloadable copy at:

<http://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/CMS-Forms-Items/CMS1188854.html?DLPage=1&DLFilter=1500&DLSort=0&DLSortDir=ascending>

Aetna Better Health provider manual

You can find more information about these changes in the Aetna Better Health provider manual. The provider manual will become available in June 2015 on our website www.aetnabetterhealth.com/mo. Participating providers will be notified when the Aetna Better Health provider manual is available.

Please note that all of the changes listed above only apply to the Medicaid product. If you participate in other Coventry or Aetna products, these changes do not affect the operational procedures related to those products. Information relating to other Coventry and Aetna products will continue to be communicated separately.

Thank you for your participation. We look forward to continuing a successful working relationship with you. If you have further questions about the information in this letter, please call your Provider Relations Representative or call Provider Customer Service at **1-800-295-6888**.

Sincerely,

Brian R. Dobbins, Esq.
Chief Executive Officer
HealthCare USA