

Aetna Better Health of West Virginia Mountain Health Promise

<Addressee>

<Street Address>

<City, State, ZIP+4>

<Date>

Dear Health Care Professional,

The purpose of this letter is to express our appreciation for the interest you have shown in working with Aetna Better Health of West Virginia on the West Virginia DHHR Mountain Health Promise program. This program affords us the opportunity to positively transform West Virginia's foster care system thereby improving the life opportunities for the state's foster children and their families.

As we begin this process, we'll need the active participation and cooperation of those agencies, like yours, that make up the WV child welfare service delivery system. To assist you in fulfilling your partnership role we pledge our commitment to provide the information you require in order to address critical operational matters related to your network participation. As importantly, we want to assure you that we intend to listen to your opinions and seek your input on how we can make our foster care program even more effective.

Enclosed with this letter is the first in a series of **Provider Bulletins** to be published throughout the implementation phase of the program. Clear, concise and timely information sharing is critical to the success of the program.

Provider Bulletins will be published regularly. Content will address specific questions directed to us by the provider community that would be of interest to all. We'll also report key milestones and related events that will keep you informed as the Mountain Health Promise program develops.

In this first Provider Bulletin, we address topics including Aetna's contracting and credentialing requirements, medical management and clinical oversight, claims administration and billing, etc. We've also identified several key Aetna associates that are available to assist you. Feel free to contact any of the associates with questions you might have about your network participation. Our provider outreach and engagement

will be led by Sarah White, Manager, Provider Relations. You may contact Sarah directly at **304-348-2089**, or email at SEWhite@aetna.com.

In addition to the Provider Bulletins, the activities outlined below are intended to keep you updated on matters that could impact your network participation. These activities include:

- **Provider Outreach and Engagement:** Our Provider Relations team has already reached out to several provider organizations. If you have not been contacted, you can expect a call from one of our representatives soon. Our goal is to contact all specialty providers by January 31, 2020. At that time an on-site visit will be scheduled. It's important that we begin developing productive working relationships with all new providers. Visits will give you the opportunity to discuss specific questions related to your Aetna affiliation and we will learn more about the services you can provide our members. Our Provider Relations associates will also be making weekly calls to our providers to identify, address and resolve issues as they occur.
- **Virtual Office Chat Sessions:** Our Provider Relations team will be hosting weekly "Virtual Office Chat Sessions." These Q & A sessions will be held every Friday from 9 AM to 10 AM starting on Friday, January 24, 2020. You can join the session by calling **1-844-712-3250** and using Access Code 717-079-411 and Lisa Sentich will be your host. The purpose of the sessions is to update providers on program related matters and give our partners an opportunity to raise questions or issues they may have regarding network participation. We intend to have a featured topic that will be addressed each session. Depending on the content to be addressed, i.e. medical management, billing, claims adjudication, etc., there will be other Aetna subject matter experts joining the call. We welcome your input and encourage you to suggest topics that you would like to discuss. Notice of the first session and a meeting agenda will be sent to you by January 22, 2020.
- **Open access for providers:** We understand issues, questions and concerns can occur at any time and when they do occur you need a timely response. You're encouraged to contact an Aetna Provider Relations associate immediately. Included in the Provider Bulletin is a map that identifies our Provider Relations associates, the regions they serve and their contact information. They are a great resource, please use them.

In conclusion, we're confident these and other outreach efforts we'll be making, will provide you with the information and resource necessary to fully support the service we're obliged to provide our foster care members. If you have any questions, please do not hesitate to contact us. We look forward to working with you and would welcome your feedback.

Sincerely,

Todd White, CEO
Aetna Better Health of WV

Greg Carpenter, COO
Aetna Better Health of WV