

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna®

Network Management Update

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August 18, 2016



Network Management Update

Aetna Values wheel



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Agenda

- Latest News
- Contracting 101
- Today's Products
- Doing business with Aetna
- Policy Updates
- Value Based Update

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Latest News

- Humana Acquisition
- Health Insurance Marketplace

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Contracting 101

- Utilize correct legal entity name
- Focus on reimbursement pages in full
- Read definitions and terms and conditions carefully
- Understand the scope of services and special rules or policies
- Notice address has to be correct
- Review termination clauses and duration of agreement
- Keep copies of contracts (vital)

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Products

- Commercial Group (Large Group, ACA Small Group)
- Individual (ACA on and off exchange – QHP/Carelink)
- Medicare Advantage (Aetna and Coventry)
- Workers' Compensation and Auto
- Leased Network (First Health)
- Medicaid and Florida Healthy Kids

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Doing Business with Aetna

- Main Websites
 - Aetna.com
 - chcfloida.coventryhealthcare.com
- Secure Websites
 - Access Navinet through www.aetna.com
 - directprovider.com for Coventry products
- Provider Call Centers
- Credentialing Call Center – 800-353-1232

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Policy Updates

- Aetna OfficeLink Updates (published quarterly) – aetna.com (healthcare professional section)
- Updates to National Precertification Lists – 7/1/2016 and 1/1/2017
- Observation Notifications Over 24 hours – Notification available through secure websites
- Digital ID Cards
- Specific coding policy changes

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Value Based Contracting

Our goal: transform to a value-driven health system

- Aetna's range of models meet providers where they are on the transformation continuum.
- We currently have 40% of total spend in value-based models.
- We plan to surpass 75% by the end of 2020.



Thank you