

Bulletin



April 2021 Providers Volume 3

Welcome

Welcome to the third edition of the Texas Health Aetna provider bulletin! TH+A is excited to share network updates and results of key initiatives from 2020. If you are receiving this bulletin from another source and would like to receive it directly, contact us at texashealthaetnanetworkteam@aetna.com.

This is TH+A's first newsletter of 2021; the next edition will release August 2021. Feel free to let us know if there are specific topics you would like covered in the future by emailing us at the e-mail above.

Digital Cancer Support Center

Texas Health Aetna offers a support center that provides members with information and resources about prostate, breast, lung, colorectal, and women's reproductive cancer. The information in the site starts with prevention and spans across the spectrum to living with cancer. Members are identified through claims and are sent direct mailings and email messages about the availability of the support center. The items in the site are:

- Information on what to expect at each step
- Videos featuring members of the medical team with cancer expertise
- Educational content from cancer nonprofits
- Online checklists to prep for treatment
- List of resources available locally
- Member discounts and links to services
- Information on post-treatment options
- How to guides for patients and caregivers
- Access to support communities and survivor stories

The site is available for all members and their dependents. To access the site, members will visit <https://www.texashealthaetna.com/>, select Member Login and Sign In. Once in the site, scroll to Member Resources, and the Cancer Support Center is listed.

Digital Maternity Support Center

Texas Health Aetna offers a comprehensive set of resources for members who are pregnant, new moms, or just thinking about it. The site contains:

- Practical checklists about the journey before, during and after pregnancy
- Information organized by milestones in a pregnancy journey
- Plan-specific coverage information about tests, costs, and other relevant benefits
- Engaging and educational videos by medical experts
- Up-to-date clinical content from trusted sources that include March of Dimes and The American College of Obstetricians and Gynecologists (ACOG)

The site is available for all members and their dependents. To access the site, members will visit <https://www.texashealthaetna.com/>, select Member Login and Sign In. Once in the site, they will select Health and Wellness to find the Maternity Support Center.

Introducing the Care Guardian Team

On September 1st, 2020, Texas Health Aetna (TH+A) launched a new program to support patients with rising health risks for selected conditions. This year we welcomed 3 new team members who are working to identify and reach out to patients to address their health care needs and guide them to the appropriate care and resources.

Care Guardian Team: The dedicated TH+A team consists of a nurse, Kathleen Duncan, a social worker, Brandi Washington, and a care management associate, Kristen Parhm. The Care Guardian Team will call selected TH+A patients and/or their health care providers for selected conditions that have been identified as having an increased risk of complications. For our providers, the Care Guardian team provides additional support and resources for rising risk members.

Care Guardians, to help patients get the right care at the right time. If contacted, please encourage your patients to respond and participate. The team is to be available, with flex hours, Monday to Friday 8:00 a.m. – 7:30 p.m.

Caring for your patients after hours

Digitally

Anytime MD: Wherever your patients are, whatever the hour, a doctor is only one click away. Patients simply send a text via the Anytime MD app and a local, board-certified doctor will reply within minutes. Anytime MD doctors can also diagnose, schedule patient appointments, send a prescription to their local pharmacy, and connect patients to a Behavioral Health Specialist if they are stressed or anxious. Convenient for quick care needs, Anytime MD is available in English, Spanish and other languages. Anytime-MD is convenient, available 24/7, and free* to all Texas Health Aetna members.

For more information, visit <https://www.anytime-md.com/>

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In-Person

MinuteClinic® & CVS®HealthHUB: Patients can walk in to or get an appointment at any location in North Texas and throughout the U.S., for quick, non-emergency care and additional health services.

For more information visit

<https://www.cvs.com/minuteclinic>
<https://www.cvs.com/content/health-hub>

Texas Health Breeze Urgent Care: Patients can walk in or get an appointment to any Texas Health Breeze Urgent Care location 8:00 AM to 8:00 PM, 365 days a year.

For more information on Texas Health Breeze Urgent Care, visit

<https://breezeurgentcare.texashealth.org/>

Other in-network urgent care located on the THA Network located on the THA website:

https://www.myplanportal.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=texashealthaetna

At Home

DispatchHealth: Operating 365 days a year, 8AM-10PM, DispatchHealth is a mobile urgent care service available to patients in select areas of North Texas for their after-hours medical needs. For the cost or copay of an urgent care visit, a care team consisting of a Physician Assistant or Nurse Practitioner along with a Medical Technician will visit patients in their home within 2 hours of them making an appointment. A physician trained in emergency medicine is always also available via phone. Appointments can be facilitated through our Anytime-MD app or directly through the DispatchHealth website or app (after a screening call). DispatchHealth was able to respond quickly to COVID-19 and can test and treat COVID-19 symptoms.

For more information, visit <https://www.dispatchhealth.com/dallas-fort-worth/>

Your promotion of the flu vaccine showed

The impact of COVID-19 reminded us of the important role vaccines play in helping to reduce the spread of infectious diseases.

The Centers for Disease Control and Prevention (CDC) says that 68 percent of Americans 65 years and older, and 45 percent of all adults in the U.S., got the flu vaccine during the 2018-19 flu season.

Thanks to your support and our team's member engagement efforts, in 2020, we saw a steep decline in positive flu cases across the Dallas area and reported 22 percent of TH+A membership having received the flu vaccine.

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Growing our network

In the end of 2020, we added two new hospitals to our TH+A Network

Texas Health Hospital Mansfield: Effective 12/1/2020

Methodist Midlothian Hospital: Effective 11/20/2020

If you are a participating provider and your facility privileges at in-network facilities have changed, please contact us at texashealthaetnanetworkteam@aetna.com

Coming Soon: TH+A Provider Site Update

Our teams are working diligently to provide you with a one-stop-shop for all your onboarding and ongoing provider information needs.

Our goal is to save you time seeking answers so you can do what you best—care for our patients.

What information would you like to see front and center? We would love to hear from you!
texashealthaetnanetworkteam@aetna.com.

Let's keep in touch

Accurate e-mail addresses are important for disseminating information to providers and practices quickly and efficiently. **To update or share your e-mail address with TH+A, please send an email to texashealthaetnanetworkteam@aetna.com.**

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