

April 2015

Dear Behavioral Health Care Provider:

In May 2013, Aetna completed its acquisition of Coventry Health Care, Inc. and its subsidiaries and affiliated companies, including HealthCare USA of Missouri, LLC and MHNet. The purpose of this letter is to serve as notice of some changes that will occur in 2015 with our Medicaid plan in Missouri and the provision of behavioral health services.

Medicaid business to change names

Effective on or about July 1, 2015 and subject to receiving the required state and regulatory approvals, HealthCare USA, our Missouri Medicaid managed care plan, will change its legal name to **Aetna Better Health® of Missouri Inc.**

Integration of behavioral health services

Over the next few months, HealthCare USA will begin the process to fully integrate behavioral health services into the day-to-day functions of the Medicaid health plan. Through this integration, there will be no change to the criteria used for behavioral health services. LOCUS (adult); CASII, formerly called CALOCUS (children/adolescents); and ASAM (substance abuse) will continue to be utilized for behavioral health. However, these services will be managed by the health plan and not through MHNet. There will be several communications forthcoming.

Contractual Arrangement

The agreement that you currently have in place with MHNet will remain in effect for the MO Medicaid product. Later in 2015, we will begin the recontracting process to have a stand alone agreement for the MO Medicaid product. No changes at this time.

Operational change – claim submission for behavioral health services

Effective on or about July 1, 2015, all medical and behavioral health claims should be submitted to a new claim submission address and a new Emdeon Payer ID, which we will provide at a later date. Regardless of the date of service, any HealthCare USA / Aetna Better Health of Missouri Medicaid claim should be submitted to the new physical address or through the new EDI payer ID.

Operational change – provider portal

Effective on or about July 1, 2015, there will be a new web-based provider portal available for contracted providers. Through this tool, providers will be able to verify eligibility, conduct claims inquiry, request prior authorization, obtain remittance advices, and review clinical guidelines for medical and behavioral health services. After the effective date, the existing MHNet provider portal (**www.MHNetprovider.com**) will no longer be used for Aetna Medicaid member/claim information or transactions. All transactions related to Aetna Medicaid members, on and after July 1st, will be in the new Aetna Better Health of Missouri Portal. We will provide information on registering for the new provider portal at a later date.

Provider Forums and ongoing communication

During late 2nd Quarter 2015, we will issue more detailed provider communication, host statewide Provider Forums and webinars regarding the upcoming changes. Once these are scheduled, we will issue notification to Missouri providers regarding their availability and the registration process. All integration related information of interest to providers will be included via provider newsletters and posted on our website, www.hcusa.org.

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 impact 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 MHNNet Provider Relations **1-855-995-4086** or contact your Provider Relations Representative.

Sincerely,

Brian R. Dobbins, Esq.

Chief Executive Officer

Aetna Better Health of Missouri