



Provider Education Bulletin

Spring 2024 edition, day 1 of 2

Supporting you — our trusted providers — and your Aetna® patients on their path to better health is always our top priority. And our quarterly provider education bulletin helps make working with us simpler. We send useful information, tools, tips and resources straight to your inbox. So, you can spend more time focusing on your patients' health.

As always, we continually welcome your feedback. Just send us your questions, comments and ideas for future articles to

NewProviderTraining@Aetna.com.

Thank you for being a part of our network.

Today's news

We're sharing how our upcoming 2024 patient experience survey supports providers and helps improve the overall patient experience.

Tomorrow's news

We'll show you how to access free, on-demand, accredited courses in our health equity hub to help enhance your interactions with your patients and earn digital Care Champion badges.

Our 2024 patient experience survey supports providers and improves patient experiences

We're here to help you meet the standards of care measured by the Centers for Medicare & Medicaid Services (CMS) to assign performance scores for Medicare Advantage (MA) plans. That's why we developed the patient experience survey that we send to Aetna® MA members.

What is the Aetna patient experience survey?

Each year, Medicare members are given surveys by the Centers for Medicare & Medicaid Services (CMS), such as:

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey
- The Health Outcomes Survey (HOS)

In addition, we also conduct a patient experience survey for Aetna MA members. This survey focuses on metrics that are important to you. Patients will be asked to complete this digital survey after an in-person visit with a provider. It'll help us understand their perceptions of the care they get from providers like you.

Why are these surveys important?

They give patients a voice. And through a coordinated partnership, we can bring together an incredible range of tools and expert care and support resources to have the most positive impact on your patients.

Here's who gets the survey

We select an Aetna® member for the annual care post-service survey based off the medical claims or encounters submitted to us within the last 90 days. On average, a selected member will receive a survey within 45 days of their visit.

However, the timing of a survey varies based on when we receive claims from a visit. Within 30 to 45 days of receiving a claim for any visit to the PCP, including annual wellness visits, annual physical exams and other outpatient PCP visits, we'll survey the member digitally.

Note: The member may receive a subsequent survey if they have had a visit within 180 days.

What information does the survey gather?

The survey asks members to rate their experience with their in-network provider based on a series of questions related to the following topics:

- Getting needed care
- Care coordination
- Getting needed prescription drugs
- Reducing the risk of falling
- Improving bladder control
- Monitoring physical activity
- Improving and maintaining mental health

There's even an open comments section where patients can share any feedback that they feel we should know about as it relates to their overall patient satisfaction.

If you've got questions, we've got answers

Visit [Aetna.com](https://www.aetna.com) to explore our new Patient Experience Playbook for the information you need to serve Aetna Medicare Advantage members. You'll also find the latest updates about the patient experience survey, questions and scoring.

If you have any other questions, simply contact us via email at

AskStars@Aetna.com.

We're here for you.

Learn how to do business with us simpler and quicker.

Just attend our **Doing Business with Aetna** webinar on the [second Tuesday](#) or [third Wednesday](#) of each month from 1:00 PM to 2:15 PM ET. Ask questions and get answers on the spot.

We'll show you how to:

- Locate provider manuals, clinical policy bulletins and payment policies
- Access online transactions such as those related to eligibility, benefits, precertification, and claim status/disputes
- Register for live instruction webinars
- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

Aetna® is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

All registered trademarks, company names, products and services are the property of their respective owners.

Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans.

Help/contact us: If you have any questions, please [contact us](#).

Want to stop receiving messages like these through email? [Unsubscribe](#) at any time.

We are located at 151 Farmington Avenue, Hartford, CT 06156.

[Privacy Statement](#) | [Terms of Use](#) | [Privacy Information](#)

©2024 Aetna Inc.
3169854-01-01



Provider Education Bulletin

Spring 2024 edition, day 2 of 2

We're committed to bringing useful information straight to your inbox. The goal is to help you — our trusted health care providers and staff — stay in the know about processes, guidelines and workflows to better serve our members and get paid faster.

You and your team can stay informed by joining our OfficeLink Updates™ (OLU) provider newsletter distribution list. Simply complete our new [online form](#). You'll receive the monthly and quarterly editions of OLU, the provider education bulletin and other educational content directly in your inbox.

As always, if there are any specific topics that you would like us to consider for future articles, just send your suggestions and ideas to NewProviderTraining@Aetna.com.

Today's news

Today's edition highlights our health equity hub. You'll learn how to access on-demand, free, accredited courses and earn digital Care Champion badges to help enhance your interactions with your patients.

Earn a new Care Champion badge for your provider profile

Visit our new health equity hub to get trained

At Aetna®, we're committed to health equity and believe everyone should have a fair and just opportunity to be as healthy as possible.

New courses available

We've created a new [clinical educational platform](#) for health care professionals. The hub, which includes courses, addresses health equity and related topics. The courses are meant to help care teams reduce the barriers that underserved and marginalized patients experience. The hub can help empower you with the skills, knowledge, and tools you need for everyday interactions with patients.

Start training today

You can access the on-demand, free, accredited courses to earn digital Care Champion badges. These can be added to for your provider profile in three clinical areas of focus:

- [Culturally Responsive Care Champion](#)
- [LGBTQ+ Responsive Care Champion](#)
- [Culturally Responsive PCP Behavioral Health Care Champion](#)

To earn a badge, you'll need to:

1. Complete the foundational activity course
2. Complete a role-specific course
3. Complete the therapeutic area-specific courses

Your digital Care Champion badge will be added to your profile and accessible to Aetna members in our provider directories.



We're here for you.

Learn how to do business with us simpler and quicker.

Just attend our **Doing Business with Aetna** webinar on the [second Tuesday](#) or [third Wednesday](#) of each month from 1:00 PM to 2:15 PM ET. Ask questions and get answers on the spot.

We'll show you how to:

- Locate provider manuals, clinical policy bulletins and payment policies
- Access online transactions such as those related to eligibility, benefits, precertification, and claim status/disputes
- Register for live instruction webinars
- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

Aetna® is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).

All registered trademarks, company names, products and services are the property of their respective owners.

Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans.

Help/contact us: If you have any questions, please [contact us](#).

Want to stop receiving messages like these through email? [Unsubscribe](#) at any time.

We are located at 151 Farmington Avenue, Hartford, CT 06156.

[Privacy Statement](#) | [Terms of Use](#) | [Privacy Information](#)