## Aetna Better Health® of Texas

P O Box 569150
Dallas, TX 75356-9150
1.800.245.5380 (Tarrant CHIP) | 1.866.818.0959 (Bexar CHIP) |
1.800.306.8612 (Tarrant Medicaid) | 1.800.248.7767 (Bexar Medicaid) www.aetnabetterhealth.com/texas



# **AETNA BETTER HEALTH®OF TEXAS**

Dear Provider,

Notice: Rate Reduction Effective 09/01/2011

Effective September 01, 2011, rate reductions will be implemented for certain services and providers in accordance with the spending reduction plan that was part of the House Bill 1, 82nd Legislature, Regular Session, 2011. These rate reductions will be applied for the Texas Medicaid Program as appropriate. This guide will provide you with some helpful information that will assist you in communicating these updates to our provider community.

#### Resources

There are multiple resources available to assist TMHP team members in researching provider inquiries related to all rate

reductions.

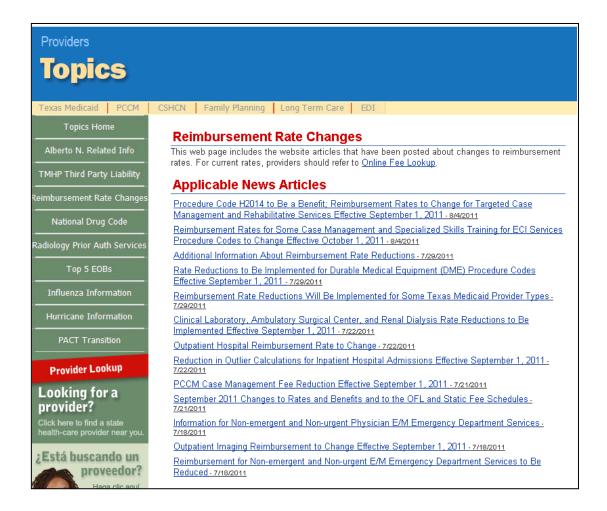
- Reimbursement Rate Change web page
- Online Fee Lookup (OFL)
- OFL Wiki work instructions

Information regarding these resources are available below.

## **New Reimbursement Rate Change Web Page**

A new page on the portal (tmhp.com) has been created which stores all provider notifications related to rate changes in a central location. The Reimbursement Rate Change web page provides user-friendly navigation and will assist providers in finding the appropriate rate change articles in a timely manner. Refer to this web page when a provider is inquiring about a specific banner message and/or bulletin. Search for the corresponding news article by topic to locate specific information regarding the rate change.

Providers can access the Reimbursement Rate Change web page at www.tmhp.com/pages/topics/rates.aspx.



# Online Fee Lookup (OFL)

The Online Fee Lookup is an interactive tool that provides up-to-date information and historical fee information for procedure codes. The OFL will include a new column titled "Adjusted Fee." The Adjusted Fee column will display the fee with the mandated percentage reduction applied.

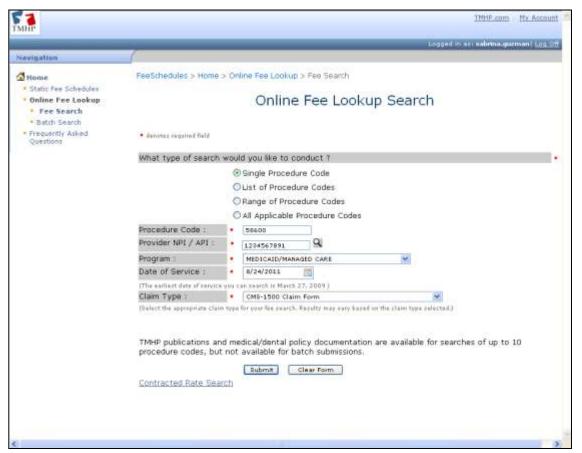
## **OFL Navigation**

Follow the steps below to access the updated OFL tool that includes the new Adjusted fee column:

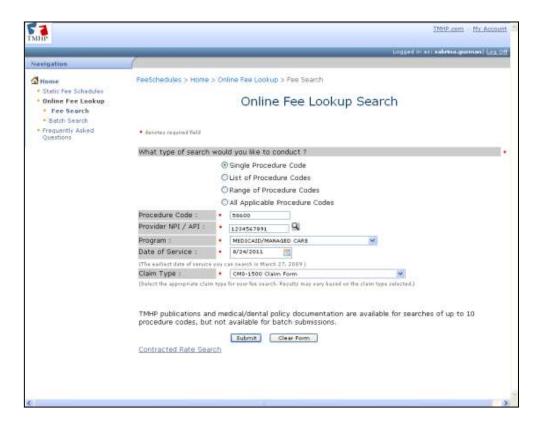
1) Select the OFL/Contracted Rates link located in the Applications section of the Intranet portal.



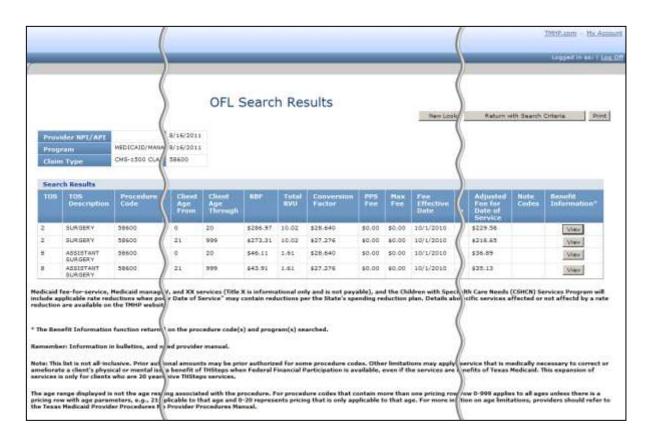
2) Select Fee Search from the left navigation panel.



3) Enter required information on the Online Fee Lookup Search screen.



4) Communicate the OFL Search Results with the provider.



The Online Fee Lookup can also be accessed externally on tmhp.com.

Link to external OFL tool: <a href="http://public.tmhp.com/FeeSchedules/Default.aspx">http://public.tmhp.com/FeeSchedules/Default.aspx</a>

Note: The external tool is unable to search by NPI/TPI.

If you need additional instructions in navigating the OFL, access the OFL wiki work instructions at http://wiw/wiw/index.php/Online Fee Lookup (OFL).

## Exceptions

Some categories are not available on the fee schedules therefore, certain rate reductions may not be reflected in the new Adjusted Fee column on the OFL. The categories that are not available on the fee schedules include the following:

- Place of Service
- Client type program
- Provider Specialty

It is important that TMHP notify the provider to review the rate change notifications available on the new Reimbursement Rate Change web page.

## **Escalation Process**

The new Reimbursement Rate Change web page and the OFL should be utilized in all cases for information regarding rate reductions. Staff should continue to use their current escalation process to resolve provider concerns.

#### **Questions and Answers**

- Q) Why was my rate reduced?
- A) In accordance with the spending reduction plan that was part of House Bill 1, 82nd Legislature, Regular Session,
- 2011 these rates reductions were applied for Texas Medicaid.
- Q) Where can I locate information on rate reductions?
- A) Notifications regarding all rate changes are available on the Reimbursement Rate Change web page located on TMHP.com.
- Q) How do I know what procedure codes are affected?
- A) All procedure codes that were affected by this change have been documented on provider notifications located on the new Reimbursement Rate Change web page located on TMHP.com.
- Q) When did this change take effect?
- A) This change took effect on September 1, 2011.

- Q) Who can I contact about a complaint regarding this change?
- A) These rate reductions have been implemented due to the directive of the Legislature.

Note: Customer Care Representatives (CCR) should use the current complaint process to handle this

- Q) If I'm a High Volume Provider, will the 5% be deducted off of the final total or from the total before the extra amount is added for being a High Volume Provider?
- A) The reduction will be applied to the final amount.

Note: High Volume Providers are providers accounting for a high percentage of total payments during a qualifying period.

- Q) Can we charge the client for the amount we are being reduced by?
- A) Please refer to the 2011 Texas Medicaid Provider Procedures Manual, section 1.4.9 for information about billing clients.