

September 13, 2022

## **Aetna Better Health® of Illinois**

### Long-Term Care Facilities - Nursing Facilities billing for telehealth originating site fee

Aetna Better Health® of Illinois follows [HFS guidance](#) allowing Long-Term Care Facilities - Nursing Facilities to bill an originating site facility fee for telehealth services provided during the Public Health Emergency (PHE).

#### **Instructions for billing a telehealth facility fee**

- Use the National Provider Identifier (NPI) for the facility's durable medical equipment (DME) oxygen supplier enrollment. Telehealth claims are billed as a professional service. **Do not use the facility NPI that is used for normal facility billing.**
- Use Procedure Code Q3014 – Telehealth Originating Site Facility Fee.
- Use Procedure Code modifier "CR" to bypass the [SMART Act](#) 2.7% rate reduction on the service.

Services rendered between **3/9/2020-11/30/2020** should be documented within the health plan billing template, which will be emailed to you by your Provider Experience representative. Please email the completed template to our HIPAA mailbox at [ABHILHIPAA@AETNA.com](mailto:ABHILHIPAA@AETNA.com). The following documentation should be included:

- 2018 W9
- Payment mailing address
- Q3014 billing template
  - Contact your Provider Experience representative for a copy of the health plan billing template
  - All fields must be completed
  - Only one billing template submission will be accepted, per DME NPI number

After completion of a comprehensive claims analysis, qualifying services will be reimbursed in the form of a manual check. Please contact your Provider Experience Representative if you have any questions.