

**Aetna Better Health of Michigan**  
1333 Gratiot Avenue  
Detroit, MI 48207



March 30, 2018

Dear Provider:

Aetna Better Health of Michigan continues its commitment to correct coding and the implementation of programs that support nationally recognized and accepted coding policies and practices. Evaluation and Management (E&M) coding is an area that the Centers for Medicare & Medicaid Services (CMS) has identified as having significant error rates. Starting with claims for dates of service on or after May 1, 2018, we will evaluate the appropriateness of E&M coding reported using CMS and AMA documentation guidelines for Office Visit codes: New Patients CPT codes 99201-99205, Established Patients CPT codes 99211-99215, and Office Consultations codes 99241-99245. Based on the outcome of this evaluation, your payment may be adjusted if the information submitted on the claim does not support the level of service billed. This payment adjustment will be noted with a #150 E&M explanation on your remittance advice report.

If you do not agree with a specific payment determination, you have the right to file a clinical editing dispute to this address:

Aetna Better Health of Michigan  
Attn: Reconsiderations  
P.O. Box 66215  
Phoenix, AZ 85082

As part of your dispute, you must submit the portion of the medical record that contains documentation to support the level of service you reported. We will review the submitted medical records to assess the intensity of service and complexity of medical decision-making for the E&M services reported. Aetna Better Health of Michigan may adjust those claims where documentation substantiates the provision of a higher level of E&M service. For additional details on the clinical editing dispute process, refer to the online Provider Relations Manual: <https://www.aetnabetterhealth.com/Michigan/>.

Aetna Better Health of Michigan will evaluate this program periodically based on billing trends and may make adjustments as necessary. If you have questions, please contact Provider Relations at 1(866)314-3784.

Sincerely,

Aetna Better Health of Michigan