

Aetna Better Health® of Texas
P.O. Box 569150
Dallas, Texas 75356-9150



Aetna Better Health® of Texas
New Policy Updates

Dear Aetna Provider,

NEW POLICY UPDATES
CLINICAL PAYMENT, CODING AND POLICY CHANGES

We regularly augment our clinical, payment and coding policy positions as part of our ongoing policy review processes. In an effort to keep our providers informed, please see the below chart of upcoming new policies.

Effective for dates of service beginning **06/01/2018**:

<u>POLICY</u>
Emergent ER visits billed by facilities with CPT 99284 and 99285 will require medical records to determine appropriate level of care based on ACEP Facility Guidelines. ACEP Reference: https://www.acep.org/Content.aspx?id=30428 If records are not submitted with the claim containing 99284 or 99285, the claim will be denied for lack of documentation. You may resubmit the claim with required supporting records. Claims submitted with medical records will pend to our Edit Team who will review based on ACEP Facility Guidelines. CPT codes 99284 and 99285 that do not the meet the ACEP guidelines will denied.

Sincerely,

Provider Relations