

Aetna Better Health® of West Virginia

500 Virginia Street East, Suite 400

Charleston, WV 25301



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 upcoming new policies.

Effective for claims adjudicated after 8/19/18:

POLICY

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 meet the ACEP guidelines will deny.