



Aetna Better Health of Virginia (HMO SNP)

Provider Experience
7400 W. Campus Road
New Albany, OH 43054

December 21st, 2020

Dear Provider,

Thank you for Partnering with **Aetna Better Health of Virginia (HMO SNP)**. We value your partnership in caring for our members during this public health emergency.

Aetna Better Health of Virginia (HMO SNP) continues to follow the CMS and federal guidance for coverage and distribution of the COVID-19 Vaccines and Monoclonal Antibody infusion treatments and is committed to making these treatments available in accordance with the federal distribution efforts.

Aetna Better Health of Virginia (HMO SNP) is monitoring CMS's Site (<https://www.cms.gov/covidvax-provider>) to stay updated on the various treatments as they become approved and available. We encourage you to continue monitoring our COVID-19 website where we post all updates regarding COVID-19 located at <https://www.aetna.com/individuals-families/member-rights-resources/covid19.html>. From this page, you can access Vaccine specific information by clicking on the "Health & benefits FAQs", then selecting the "Vaccine FAQs" link.

Aetna Better Health of Virginia (HMO SNP) has also been monitoring the VA DMAS's announcements and materials regarding the Vaccines and Monoclonal Antibody Treatment. You can access VA DMAS's Site here <https://www.dmas.virginia.gov/#/covid> for the most up to date information.

Aetna Better Health of Virginia (HMO SNP) understands that the billing for the COVID-19 vaccination and Monoclonal Antibody infusion treatment is unique, as CMS has indicated that these treatments for 2020 and 2021 are to be submitted to Original Medicare through your MAC. Be advised that our claims system will issue a **DENIAL** for the approved Vaccine and Monoclonal Antibody treatments. These claim Denials will have a denial remit message "**109 - CLAIM/SERVICE NOT COVERED BY THIS PAYER/CONTRACTOR. YOU MUST SEND THE CLAIM/SERVICE TO THE CORRECT PAYER/CONTRACTOR.**" This will act as notification that the provider should resubmit for those claim lines to Original Medicare MAC. For more information on how to bill the Original Medicare MAC you can refer to <https://www.cms.gov/medicare/covid-19/medicare-billing-covid-19-vaccine-shot-administration>.

If you have additional questions regarding this process that cannot be solved with the provided resource links, please contact claims inquiry/claims research staff at 1-855-463-0933 or work with your assigned Provider Relations Liaison.

Sincerely,

Aetna Better Health of Virginia (HMO SNP)

Provider Experience Team