

Important Notice

Aetna® Medicare HIDE (HMO D-SNP) Provider Notice: Splitting Claims and Encounters

To ensure accurate processing of services that span calendar years, we are communicating the process for splitting claims and encounters that include dates of service in both 2025 and 2026.

Effective January 1, 2026, for MMP services, any dates of service (DOS) occurring in 2025 must be submitted on a separate claim from those occurring in 2026. Claims should not combine dates that cross calendar years 2025 and 2026. This requirement ensures accurate processing and compliance with billing guidelines.

This rule does not apply to inpatient claims where a member is admitted in 2025 and discharged in 2026. These claims should continue to be submitted as a single claim for the entire stay.

Action Required: Please review your billing processes to ensure compliance. Claims submitted incorrectly may be denied or delayed.

If you have any questions regarding this notice, please contact your provider liaison or Provider Services at **1-855-676-5772**.

Sincerely,
Provider Experience Department

Questions?

If you have general questions about this communication, please contact our

Provider Services Department:

By Phone: 1-855-676-5772 (TTY: 711)

By Email: COEProviderServices@aetna.com