

March 9, 2020

## **AETNA BETTER HEALTH® OF PENNSYLVANIA**

### **AETNA BETTER HEALTH® KIDS**

## **Updates to Evaluation & Management (E&M) Code Billing**

Dear Provider,

Aetna Better Health® of Pennsylvania 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.

### **What does this change mean for my office?**

Starting with claims for dates of service **on or after July 1, 2020**, 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.

### **Can I appeal an adjustment?**

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 Pennsylvania  
Attn: Claims Department  
PO Box 62198 Phoenix, AZ 85082-2198

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 may adjust those claims where documentation substantiates the provision of a higher level of E&M service.

Aetna Better Health will evaluate this program periodically based on billing trends and may make adjustments as necessary.

## **Questions?**

You can direct any questions regarding this change to your Provider Relations rep or by calling Provider Relations at 1-866-638-1232.

Sincerely,

Provider Relations  
Aetna Better Health of Pennsylvania  
Aetna Better Health Kids