

AETNA BETTER HEALTH® OF KENTUCKY

Fax Blast

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To:	Network Providers	Fax:	<<location_fax>>
From:	Provider Relations	Date:	March 25, 2016
	iHealth Edits Effective 04/26/16		
Re:	Claims Denial Review	Pages:	4 pages with cover
	Provider Relations Representative		
	List Updated		

Notes:

We appreciate your participation in the Aetna Better Health of Kentucky provider network. Please review the attached information.

Thank you for being part of the Aetna Better Health of Kentucky network.

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www.aetnabetterhealth.com/Kentucky
Fax Blast 03.25.16

To: Network Providers
 From: Provider Relations
 Date: March 25, 2016
 RE: iHealth edits effective 04/26/16
 Request for Review after Claims Denial
 Updated Provider Relations Representative

1. 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 **April 26, 2016:**

<u>POLICY</u>
Revenue Codes-Certain revenue codes (1000-1005 (Behavioral Health Accommodations), 2100-2109 (Alternative Therapy Services), 3100-3109 (Adult Care), 0500-0509 (Outpatient Services), 0583 (Home Health - Other visits - Assessment), 0660-0669 (Respite Care), 0905-0907 (Behavioral Health Treatments/Services) or 0931-0932 (Medical Rehabilitation Day Program) are not recognized when billed with Bill Types 0120-012Z, 0130-013Z, or 0140-014Z.
Bariatric Surgery for Treatment of Morbid Obesity-Bariatric procedures are covered for beneficiaries who have at least one co-morbidity related to obesity. Examples of co-morbidity include but are not limited to diabetes, difficulty in walking, esophagitis, heart failure, hypertension, hypothyroidism, sleep apnea.
Drug Administration for Drugs and Biologicals-According to the AMA CPT Manual, chemotherapy administration codes should be reported for administration of highly complex drugs (i.e. monoclonal antibodies, antineoplastic drugs). Other substances should use administration codes for non-complex/non-chemotherapy substances.
Durable Medical Services-DME services should be performed in an appropriate place of services (e.g. home).
Vitamin D Testing-Vitamin D testing is approved for clinically appropriate diagnoses (Vitamin D deficiency, rickets, hyperthyroidism to name a few).
Ultrasound-Obstetric- Only one initial ultrasound per pregnancy would be expected to be performed; additional ultrasounds would be considered follow up studies and should be coded accordingly.
Anesthesia Quality of Care-Anesthesia Services should only be performed by provider with <u>specific training for these services</u> .
Laboratory/Pathology Quality of Care-Laboratory/Pathology services should only be performed by providers with certain <u>training and credentials</u> .
Drugs and Biologicals Policies: Aetna Kentucky supports FDA label, off-label compendia (Micromedex, Clinical Pharmacology,

National Comprehensive Cancer Network, Lexi-Drugs, American Hospital Formulary Service Drug Information®), AMA/ CPT, state Medicaid guidelines and other sources for Drugs and Biologicals. These supported policies include:

- Indication (FDA-label and off-label approved compendia indications)
- Dosage (based on indication and supported by FDA-label and off-label approved compendia)
- Frequency (based on indication and supported by FDA-label and off-label approved compendia)
- Route of administration (based on category of drug, FDA-label, off-label approved compendia, and AMA/CPT guidelines)
- Age restrictions
- Combination therapy with other required drugs/substances (based on FDA-label and approved off-label compendia guidelines by indication)

2. Request for Review after Claims Denial

Please submit any requests for review after a claims denial to the Appeals department regardless of which line on the claim denied. The request should be submitted in writing with accompanying medical documentation. You may also submit the documentation via fax to the Appeals Department at **1-855-454-5585**.

If you have a request for services that is not associated with a claims denial, you may submit the request with all clinical documentation to the Retrospective Review Department at 855-336-6054. Be sure to include any extenuation circumstances or any reason for the late request.

3. Updated Provider Relations Representative List

We have had a change to our Provider Relations Representative List. You can access our updated list on our website at **www.aetnabetterhealth.com/kentucky**. Go to "For Providers" and click on "Document Library". For your convenience, a copy is also attached.



Who Is My Provider Relations Representative?

Behavioral Health	Region 1	Region 2	Region 3	Region 3	Region 4	Region 5		Region 6	Region 7	Region 8	
All Regions	Ballard	Christian	Breckinridge	Grayson	Adair	Anderson	Bourbon	Boone	Bath	Bell	Clay
	Caldwell	Daviess	Bullitt	Jefferson	Allen	Boyle	Fayette	Campbell	Boyd	Breathitt	Floyd
	Calloway	Hancock	Carroll	Nelson	Barren	Clark	Harrison	Gallatin	Bracken	Harlan	Johnson
	Carlisle	Henderson	Hardin		Butler	Estill	Nicholas	Grant	Carter	Knox	Knott
	Crittenden	Hopkins	Henry		Casey	Franklin	Owen	Kenton	Elliot	Laurel	Lee
	Fulton	McLean	Larue		Clinton	Garrard	Scott	Pendleton	Fleming	Leslie	Letcher
	Graves	Muhlenberg	Marion		Cumberland	Jackson	Woodford		Greenup	Owsley	Magoffin
	Hickman	Ohio	Meade		Edmonson	Jessamine			Lawrence	Whitley	Martin
	Livingston	Todd	Oldham		Green	Lincoln			Lewis	Wolfe	Perry
	Lyon	Trigg	Shelby		Hart	Madison			Mason		Pike
	Marshall	Union	Spencer		Logan	Mercer			Menifee		
	McCracken	Webster	Trimble		McCreary	Montgomery			Morgan		
			Washington		Metcalfe	Powell			Robertson		
					Monroe	Rockcastle			Rowan		
					Pulaski						
					Russell						
				Simpson							
				Taylor							
				Warren							
				Wayne							
Jay Mingus	Regina Gullo	Kim Berry	Phillip Kemper	Beth Day	Abbi Wilson	Tanura Moss	Brad Jones	JoAnn Marston	Holly Smith	Lori Kelley	Jacquelyne Pack
(502) 264-3484	(502) 612-9958	(812) 660-1394	(502) 719-8604	502-719-8618	(270) 498-1443	(859) 381-7404	(270) 349-0103	(859) 669-6217	(815) 641-7411	859-302-6334	(606) 331-1075
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****FOR INITIAL OR GENERAL INQUIRIES CALL CUSTOMER SERVICE AT 1-855-300-5528****

Who Is My Provider Relations Representative if I am located outside of Kentucky?:

Illinois	Indiana	California	Michigan	Tennessee	Missouri	North Carolina	Ohio	All other states	Florida	Virginia
Regina Gullo	Kim Berry	Phillip Kemper	Beth Day	Abbi Wilson	Tanura Moss	Holly Smith	JoAnn Marston	Holly Smith	Lori Kelley	Jacquelyne Pack

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