

# FAX

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<b>To:</b>	Network Providers	<b>From:</b>	Network Relations
<b>Fax:</b>		<b>Fax:</b>	
<b>Phone:</b>		<b>Phone:</b>	
<b>No. Pages:</b>	3	<b>Date:</b>	March 31, 2020
<b>Subject:</b>	TIP Tuesday / Network Notice		

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# Tip Tuesday

March 31, 2020

\*\*\* We are committed to ensuring the safety and health of all our patients and providers. Please refer to the following FAQs regarding how we are expanding telehealth services.

Provider Telehealth FAQs <https://chfs.ky.gov/agencies/dms/Documents/ProviderTelehealthFAQs.pdf>

## Telehealth Talk...

Below are tips for the most asked questions we received from providers this week.

- Per DMS directive we have made system changes to allow for all provider types to bill for telehealth services.
- Provider must use place of service 02 along with the appropriate procedure code that describes the services.
- No modifiers are required when billing these services
- All prior authorizations for medical services have been suspended.
- Copayments are being waived.

You can contact us @  
1-855-454-0061 or email

[KyProviderRelations@aetna.com](mailto:KyProviderRelations@aetna.com)

If you have specific question about Covid-19 please reachout to your Network Manager or email us directly @  
[KyProviderRelations@aetna.com](mailto:KyProviderRelations@aetna.com)



Aetna Better Health® of Kentucky

## NETWORK NOTICE

**Date:** March 31, 2020  
**To:** Network Providers  
**From:** Provider Experience  
**RE:** Telehealth Services (telephonic)

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**Aetna Better Health of Kentucky is closely monitoring COVID-19 and its impact. We are committed to keeping you, our providers, up to date with all the information.**

*DMS has filed an emergency regulation to allow for “telecommunication or other electronically mediated health services” to be used throughout the Medicaid program. DMS envisions that these services will be utilized as a “telehealth-like” service wherever appropriate.*

*If they are real-time conversations, telephonic services - where it is not appropriate or possible for a visual video connection to be utilized - will be treated as synchronous telehealth. DMS will also provide an updated fee schedule to include the new codes and guidance about documentation for services that can now be provided via telehealth.*

*If a service could have been provided via telehealth, but the individual or provider does not have the capability to deliver or participate in the service via telehealth, the service may be delivered via telephone as a “telecommunication or other electronically mediated health service”. If service delivery is audio-only but the service would normally be dependent on the exchange of visual information, the provider should facilitate appropriate electronic or other data exchanges to support any treatment delivered.*

- **To reduce in-person visits to medical facilities, the Department of Medicaid Services is adding the following telehealth codes on a temporary basis:**
  - G2012 to be utilized for telephone calls between physician and patient, including FaceTime and
  - G2010 to be utilized for remote evaluations, such as email, of recorded video or images submitted by patient.

*DMS recommends utilizing the description within the G2012 and G2010 service when providing that service. If the health service being provided is more expansive than the definition in the G2012 or G2010 code, then DMS recommends still providing the service via synchronous telehealth or via a telecommunication or electronically mediated health service but noting that how that service was delivered.*

*DMS expects that the G code rate will be less than the appropriate service code rate and would recommend using the appropriate service code with place of service modifier instead of the G code in most circumstances.*

**Questions?** Simply contact your Network Relations Manager at: [www.aetnabetterhealth.com/kentucky](http://www.aetnabetterhealth.com/kentucky).