

 <b>Aetna Better Health® of Kentucky</b>  Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	<b>Date</b>	June 17, 2025
	<b>To</b>	All Network Providers
	<b>From</b>	Provider Engagement
	<b>Subject</b>	Reimbursement for Emergency Department Services - AMA
	<b>Document number</b>	Aetna-2179

Effective July 17, 2025, Aetna Better Health of Kentucky will no longer reimburse for services provided in the emergency department if a member chooses to leave **against medical advice (AMA)** before treatment is completed.

To ensure proper documentation, please use the following **Z codes** when applicable:

- **Z53.21** – Patient left against medical advice before being seen by a healthcare provider.
- **Z53.29** – Patient left against medical advice after being seen by a healthcare provider.

This policy aligns with our commitment to ensuring appropriate utilization of emergency services and continuity of care. We encourage providers to document all AMA cases thoroughly, including patient education on potential risks.

Thank you for your cooperation.

As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for our Aetna Better Health of Kentucky Members.

Questions?

If you have general questions about this communication, please contact our Provider Experience Department.

Sincerely, Provider Services  
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Email: [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com) Aetna Better Health of Kentucky