

January 22, 2019

AETNA BETTER HEALTH OF PENNSYLVANIA

Responsibility to Pay for Licensed Emergency Medical Agency Services When Emergency Medical Transportation is Not Provided (“Treat-No Transport”)

Dear Provider,

Effective December 23, 2018, All MCOs including Aetna Better Health of Pennsylvania, are prohibited from denying claims by emergency medical services agencies solely because the service did not include transportation.

Effective immediately, for all claims submitted for dates of service on or after October 24, 2018, Aetna Better Health of Pennsylvania cannot deny claims for emergency services provided to our members by “a licensed emergency medical services agency, that has the ability to transport patients or is providing and billing for emergency services under an agreement with an emergency medical services agency that has that ability,” solely because the member did not require transport or refused to be transported.

If an Aetna Better Health Member receives emergency medical care but refuses transport or transport is not required, we will pay a claim for emergency medical services.

If you have questions about this change, just contact Aetna Better Health of Pennsylvania Provider Relations by calling **1-866-638-1232**.

Provider Relations
Aetna Better Health of Pennsylvania