



## Provider education bulletin

**December 2023 edition, day 1 of 2**

# Welcome to our provider education bulletin — winter edition

Dear health care providers and staff,

Supporting you — our trusted providers — and your Aetna® patients on their path to better health is always our top priority. And our quarterly provider education bulletin helps make working with us simpler. We send useful information, tools, tips and resources straight to your inbox. So, you can spend more time focusing on your patients' health.

We communicate with you regularly and strive to deliver content that is top-of-mind for you. In this edition, we're updating you on our telemedicine policy and our interactive virtual assistant for precertification inquiries.

- **Today's edition** — We're sharing our updated telemedicine policy, which took effect on December 1, 2023. We're also seeking feedback from our behavioral health providers and their staff. And we're highlighting our partnership with PsychHub, which offers behavioral health providers access to e-learning courses and to Continuing Education (CE) credits and Continuing Medical Education (CME) units at no cost.
- **Tomorrow's edition** — We'll show you how our virtual assistant helps you determine if precertification is required. You'll also learn how to use our virtual assistant to check the status of a precertification request.

As always, we continually welcome your feedback. Just send us your questions, comments and ideas for future articles to [NewProviderTraining@Aetna.com](mailto:NewProviderTraining@Aetna.com).

Thank you for being a part of our network.

## Topic of the day

Telemedicine: coverage ending for certain services.

This update applies to our commercial members.

When the public health emergency ended on May 11, 2023, we continued coverage for the liberalized telemedicine procedures/modifiers. Beginning December 1, 2023, we're modifying our policy to no longer cover some of the liberalized telemedicine procedures/modifiers. You can view the procedures/modifiers that we will no longer cover on our [Availity provider portal](#). \* Go to Aetna Payer Space > Resources > Claim Resources > Telemedicine liberalized codes no longer covered effective 12.1.23.

Note to Washington State providers: Your effective date for changes described in this article will be communicated following regulatory review.

\*Availity® is available only to providers in the U.S. and its territories.

## Quality improvement activities (QIAs) improve behavioral health clinical outcomes

Aetna® is committed to improving behavioral health patient and clinical outcomes for our members through clear and sustained QIAs. Our current areas of focus to improve clinical outcomes include:

- Consistent follow-up with prescribers for children taking ADHD medications
- Initiating and engaging in treatment for patients with substance use disorders

- Improving rates of medication assisted treatment (MAT) and reducing overdose rates for members with opioid use disorders
- Decreasing rates of intentional self-harm
- Improving medication adherence for depression

## How you can help

We're seeking feedback from behavioral health providers to help us better understand your communication preferences around these and other important quality improvement initiatives. Please email us at [QualityImprovement2@Aetna.com](mailto:QualityImprovement2@Aetna.com) to share your preferred communication method — email, newsletter, website, etc.

Note: Please be advised that this mailbox cannot respond to inquiries about claims, billing, etc. Any comments that are not related to the requested QIA feedback will be rerouted to our provider contact center.

## Working together to save lives

We're dedicated to supporting you and preventing suicide. That's why we've partnered with PsychHub. PsychHub is the world's largest online platform for behavioral health education. You have access to best-in-class resources on evidence-based interventions built with you and our members in mind. As an Aetna behavioral health provider, you currently have access to the following resources at no cost to you:

- A series of eLearning courses
- The Suicide Prevention Series Certificate
- Continuing Education (CE) credits and Continuing Medical Education (CME) credits

So, visit our [eLearning center](#) today to find out more and enroll in the certification program.

## We're here for you

Are you new to Aetna? Or do you simply want to see what's new?

## Learn how to do business with us quicker and simpler

Just attend our **Doing business with Aetna** webinar on the [second Tuesday](#) or [third Wednesday](#) of each month from 1:00 PM to 2:15 PM ET. Ask questions and get answers on the spot.

### We'll show you how to:

- Locate provider manuals, clinical policy bulletins and payment policies
- Access online transactions such as those related to eligibility, benefits, precertification, and claim status/disputes
- Register for live instructional webinars

- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

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## Provider education bulletin

### December 2023 edition, day 2 of 2

This is day two of our provider education winter series. Today's edition highlights how you can use our virtual assistant to determine if you need to get precertification and how the assistant can help you check the status of submitted requests.

We're committed to bringing useful information straight to your inbox. The goal is to help you — our trusted health care providers and staff — stay in the know about processes, guidelines and workflows to better serve our members and get paid faster.

### As we look ahead to 2024, here's what you need to know

To streamline content and remove redundancy, we will archive the behavioral health provider manual. We will include any applicable information for behavioral health providers in the [Office Manual for Health Care Professionals](#).

This update applies to our commercial, Medicare and student health providers.

You and your team can stay informed by joining our OLU newsletter distribution list. Simply complete our new [online form](#). You'll receive the monthly and quarterly editions of our provider newsletter, the provider education bulletin and other educational content directly in your inbox.

Thank you for your continued participation in our network. We wish you and yours a happy and healthy New Year. As always, if there are any specific topics that you would like us to consider for future articles, just send your suggestions and ideas to [NewProviderTraining@Aetna.com](mailto:NewProviderTraining@Aetna.com).

## Topic of the day

One call to our virtual assistant makes precertification inquiries as simple as 1-2-3.

We're pleased to announce that you can now use our virtual assistant to check if precertification is required for specific services by patient and check the status of submitted requests. You can even complete these tasks for multiple patients in the same call.

### **Use our virtual assistant to check if precertification is required**

Just call any Provider Services telephone number you already use. Say "precert," then "check if precertification is required" when asked. The virtual assistant will ask you:

- For the patient's ID number and date of birth
- Whether the service will be performed in an outpatient setting
- For the National Provider Identifiers (NPIs) of the servicing provider and facility (if applicable)
- For the expected date of service (if known)
- For procedure and diagnosis codes (if known)

Because you're inquiring about services for a specific patient, our virtual assistant will tell you whether precertification is required according to that patient's plan. It'll even tell you whether services are handled by another organization and give you their telephone number.

### **Or use it to get real-time precertification status**

Start by calling any Provider Services telephone number you already use. Then say "precert," then "precert status" when asked. Use the reference number provided during the submission phase to get the status.

Here's what you can do using our virtual assistant:

- Check precertification status for commercial, Medicare, and Individual and Family Plans members.
- For pending requests, we'll give you reasons, as applicable, and detailed status remarks as the request moves through our process.

Whether you're calling to ask if precertification is required or to check the status of your precertification request, you can simply speak your inputs. Or you can use your telephone's keypad. You can even share your feedback about our virtual assistant at the end of your call.

Our virtual assistant is just one of the ways we're making it easier to do business with us. And you can use the virtual assistant at your convenience, without waiting on hold to talk to someone. So, you can get the information you need and quickly get back to your day.

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