

Important information for your office



As published in the December 1, 2021, edition of Aetna OfficeLink Updates™

Office consultation codes payment update

CORRECTION: In September, the article below appeared on [Aetna.com](https://www.aetna.com) with an incorrect start date of December 1, 2021. The correct start date is March 1, 2022.

Starting March 1, 2022, we will no longer pay office consultation codes 99241, 99242, 99243, 99244 and 99245.

Note: This is subject to regulatory review and separate notification in Washington state.

Colorado providers — notice of material change to contract

For important information that may affect your payment, compensation or administrative procedures, see the following article in this edition:

- Clinical payment and coding policy changes

Changes to commercial drug lists begin on April 1

On April 1, 2022, we'll update our pharmacy drug lists. Changes may affect all drug lists, precertification, and step therapy and quantity-limit programs.

You'll be able to view the changes as early as February 1. They'll be available on our [Formularies & Pharmacy Clinical Policy Bulletins](#) page.

Ways to request a drug prior authorization

- Submit your completed request form through our [Availity provider portal](#).*
- For requests for nonspecialty drugs, call **1-800-294-5979 (TTY: 711)**. Or fax your completed [prior authorization request form \(PDF\)](#) to **1-888-836-0730**.
- For requests for drugs on the Aetna Specialty Drug List, call **1-866-814-5506** or fax your completed [prior authorization request form \(PDF\)](#) to **1-866-249-6155**.



For more information, call the Provider Help Line at **1-800-238-6279 (1-800-AETNA RX) (TTY: 711)**.

*Availability is available only to providers in the U.S. and its territories.

Important pharmacy updates

Medicare

See the **Medicare Drug List** to view the most current Medicare plan formularies (drug lists). We update these lists at least once a year.

Commercial — notice of changes to prior authorization requirements

Visit our **Formularies & Pharmacy Clinical Policy Bulletins** page to view:

- Commercial pharmacy plan drug guides with new-to-market drugs that we add monthly
- Clinical Policy Bulletins with the most current prior authorization requirements for each drug

Coding update effective March 1, 2022

Codes	Provider types affected	What's changing
Q5116–Q5118	Facilities including acute short-term hospitals and ambulatory surgery centers	Will be assigned to DEFALLDRUGS effective March 1, 2022 The codes will remain assigned to the following service groupings: • ALLDRUGS • ALLDRUGSWCS • DIALYSDRUG • DRUGS • DRUGCJSQ • HCDHPALL • HCDHPALLWCS • HCDHPCHEMCS • HCDHPCHEMO • OPCHEMODRUG If the contract contains a DEFALLDRUGS, or one of the service groupings noted above,

		the applicable service grouping rate will be applied. If the contract contains none of these provisions, the relevant terms of the contract will rule.
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Note: The material in the chart is subject to regulatory review and separate notification in Washington state.

Third Party Claim and Code Review Program

Beginning March 1, 2022, you may see new claim edits. These are part of our Third Party Claim and Code Review Program. These edits support our continuing effort to process claims accurately for our commercial, Medicare and Student Health members. You can view these edits on the **Availity provider portal**.

For coding changes, go to:

1. Aetna Payer Space
2. Resources
3. Expanded Claim Edits

With the exception of Student Health, you'll also have access to our code edit lookup tools. To find out if our new claim edits will apply to your claim, log in to the Availity® provider portal.* You'll need to know your Aetna® provider ID number (PIN) to access our code edit lookup tools.

We may request medical records for certain claims, such as high-dollar claims, implant claims and bundled services claims, to help confirm coding accuracy.

Note: This is subject to regulatory review and separate notification in Washington state.

*Availity is available only to U.S. providers and its territories.

Note to all providers: To view the December 1, 2021, OfficeLink Updates™ (OLU) newsletter online and link to all information in this flyer, go to **Aetna.com**. Click on "Providers," then "News." Remember, OLU comes out in March, June, September and December.



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