



Important Notice: New York Claim edits for billing modifiers 25, 59 and X series

Effective December 1, 2020, we will apply new edits for billing modifiers 25, 59 and X series in New York for fully insured membership claims. We already apply these same edits for self-insured membership claims.

These new edits are part of our Third Party Claim and Code Review Program and will apply prior to finalizing claims for professional services and outpatient facilities. This is not a clinical review; any edit applied will be based on industry-recognized coding guidelines such as the following:

- The Centers for Medicare & Medicaid Services medical coverage, payment and coding policies
- The American Medical Association Current Procedural Terminology (CPT) coding standards
- Evidence-based guidelines from professional health care organizations and public health agencies

Is this a clinical review?

No. Through this program, we'll review the member's claim and submission details to check if the services billed with modifiers 25, 59 and X require separate payment.

What to do if you disagree with the edit.

If you don't agree with an edit, you can follow the normal steps to request reconsideration. We recommend including a written request with medical records/notes via the following:

- address on the EOB
- Using the "Contact us" functionality through our provider portal on [Avality](#)
- If your claim edit is not overturned after reconsideration, you'll receive a notice of the decision with your any further appeal right.

Important note for hospital claims.

Our program is consistent with New York Insurance law § 3224-a that gives hospitals an opportunity to send us medical records should a hospital disagree with a coding adjustment applied at the initial claim processing. Unless your contract has special dispute provisions,

you should follow the normal time frames to request a claim reconsideration or appeal.

Where can I learn more?

You can learn more about our provider claim dispute processes on Aetna.com:

<https://www.aetna.com/health-care-professionals/disputes-appeals/disputes-appeals-overview.html>

You can also call the provider service center at **1-888-632-3862**.

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42.03.801.1-NY (08/20)