



Aetna OfficeLink Updates™

West Region

Inside This Issue

Policy and Practice Updates2
Office Wise3
Aetna's Education Site for
Health Care Professionals 4-5
Plan Facts and Features6
Physician Focus7
West News8

Options to reach us

- Go to www.aetna.com
 - Select "for Health Care Professionals"
 - Select "Log In" or "Register Now!"
- Or call our Provider Service Center:
- For indemnity and PPO-based benefits plans call 1-888-MDAetna (1-888-632-3862)
 - For HMO-based benefits plans call 1-800-624-0756

Come see Aetna's new and improved secure provider website

Register for NaviNet® at www.aboutnavinet.com/aetna/enroll now to ensure continuous access to our electronic transactions and online information.

We are retiring our original secure provider website on April 2, 2008, so to ensure uninterrupted online access, you must register for NaviNet by that date.

Thanks for your feedback

We asked you to tell us how we could make our secure provider website better for you. You responded with many great ideas. And, we're glad you did!

We launched our enhanced site via NaviNet in December. Our site boasts many new features and improved functionality that are based largely on your feedback and designed to make working online with us easier. Whether you are a new or existing user, we invite you to experience our enhanced site.

Check out these enhancements

- Free real-time transactions: available for multiple insurance carriers.
- Increased security options: your practice's designated NaviNet security officer controls your account, adds new users, manages user access and more.
- Enhanced administrative options: only one user name and password is needed to interact with us and other health plans.
- Improved functionality: customized transactions provide more detail and easier navigation.
- Easy-to-use support tools: help you use the site and transactions.

We will keep updating our NaviNet site through the spring, as some functionality and features remain "under construction."

Don't lose your website access – register by April 2, 2008!

Countdown to NPI compliance enforcement

Less than four months remain until the National Provider Identifier (NPI) enforcement date: May 23, 2008.

As of then, HIPAA standard electronic transactions must include NPIs and cannot include legacy identifiers. Non-compliant transactions will be rejected, which could increase administrative work and interrupt your office's cash flow.

Use NPIs in transactions now

Using your NPI in transactions before May 23, 2008 helps us quickly identify and address potential difficulties. You can begin using your NPI immediately on claims. However, we can accept and use your NPI in real-time transactions only if it's previously been entered into our database. Otherwise, the transaction will fail.

Share your NPI with Aetna

If you haven't shared your NPI with us, please do so immediately. Please also share it with other providers who may need it to conduct electronic claims, referrals or precertification requests.

For more details about using and sharing your NPI, visit www.aetna.com; choose "for Health Care Professionals," then "NPI."

Policy and Practice Updates

Clinical, payment and coding policy changes

As part of our ongoing policy review process, we regularly adjust our clinical, payment and coding policy positions. In developing our policies, we may consult with external professional organizations, medical societies and the independent Physician Advisory Board, which provides advice to us on issues of importance to physicians.

The accompanying chart outlines coding and policy changes.



CODES IMPACTED	PROCEDURE	WHAT'S CHANGED	IMPLEMENTATION DATE
90471/90472 when billed with 90473/90474	Immunization administration	90471 and/or 90472 will not be separately allowed with 90473 and/or 90474 when Modifier 59 is appended to any of these codes. This follows CMS NCCI and AMA coding guidelines.	May 19, 2008
A0380/A0390	Ambulance codes	The basic mileage service (A0380) will not be separately reimbursed when billed with the advanced service (A0390).	May 19, 2008
	Assistant surgeon eligibility	Aetna has reviewed the 2007 study for <i>Physicians as Assistants at Surgery</i> , published by the American College of Surgeons (ACS), and will be making changes to the assistant surgeon eligibility list available on our secure provider website.	May 19, 2008

New billing requirement for Remicade

Aetna will no longer automatically pay Remicade claims that fall above recommended dosing levels of 5mg-10mg per kilogram.

A review of claims filed for Remicade indicated that some providers are incorrectly billing for single doses that are substantially above what is recommended by the FDA-approved product labeling. These amounts are also higher than what's been published by the United States Pharmacopoeia Dispensing Information (USPDI) and the American Society of Health-System Pharmacists (ASHP) Drug Information.

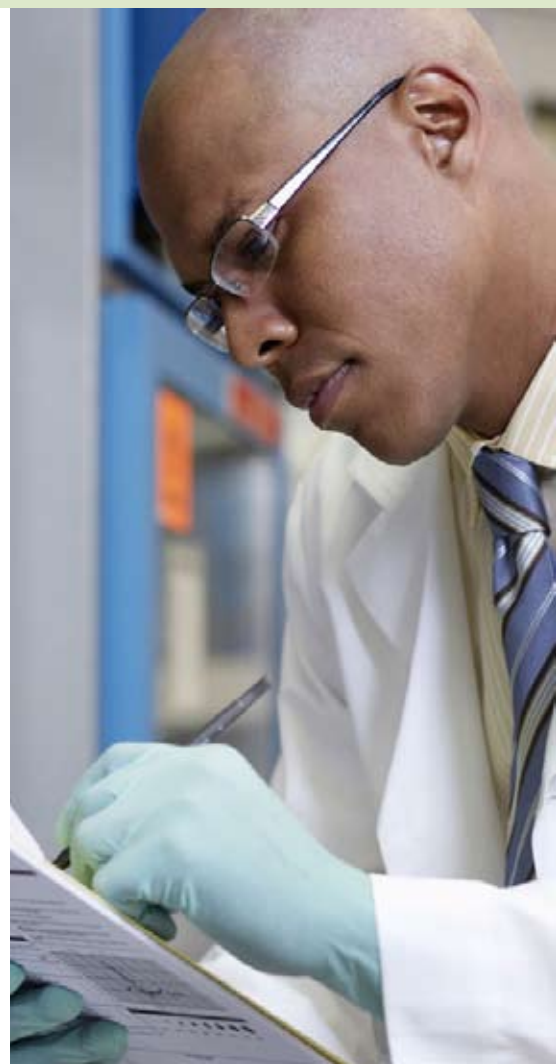
You should bill for Remicade using code J1745 with a unit of 1 for each 10 mg of Remicade administered. It is important that physicians verify that an accurate number of units are submitted on claims.

How to order Remicade

You can order Remicade through Aetna Specialty Pharmacy by downloading the Medication Request Form at www.aetnaspecialtypharmacy.com, then:

- Fax the form or prescription to 1-866-FAX-ASRX (1-866-329-2779), or
- Mail to 503 Sunport Lane, Orlando, FL 32809

If you have questions, please contact Aetna Specialty Pharmacy at 1-866-782-2779.



RelayHealth's webVisits help you support your patients online

All Aetna participating primary care providers* (and some specialists**) now have a new way to conveniently and securely communicate with their Aetna patients – online consultations, also known as webVisits®, through RelayHealth®. As of January 1, 2008, we expanded our program to a wider geographic area, after successful pilot programs in California, Florida and Washington state.

Get reimbursed for online patient consults

Once you enroll with RelayHealth, your patients can access your practice online for routine, non-emergency matters. What's more, you will be reimbursed for these consultations with Aetna members.

Using participating providers helps maximize patient benefits

When caring for your Aetna patients enrolled in plans that don't allow out of network benefits, we strongly encourage you to refer them to participating providers. Doing so will help ensure that:

- They get access to the maximum level of benefits available to them.
- Their claims won't be denied due to not having a precertification on file.

In the rare situation where a certain medical service is not available in the Aetna network and your Aetna patient must receive care from a nonparticipating provider, be sure to follow the precertification process. To find more details on our precertification process, go to our secure provider website and select "Transactions," then "Precertification."

RelayHealth offers you and your Aetna patients various electronic transactions and communication vehicles to streamline your interactions. This technology helps your patients access care, while allowing you to offer your patients additional access in a way that may be more mutually convenient than office visits or phone calls.

RelayHealth offers these services

Once you sign up with RelayHealth, your Aetna patients can:

- Take part in online doctor-patient consultations.
- Make appointment requests online.
- Obtain lab and test results.
- Order new prescriptions and refill existing ones.
- Maintain their own personal health records.

What's new on our secure provider website

We're continually refreshing our secure provider website to give you access to the latest tools and resources for doing business with us. In addition to updating the functionality of some transactions, we recently updated the site content highlighted below:

Doing Business with Aetna

- Added December 2007 *Aetna OfficeLink Updates*™ newsletters
- Updated 2007 *OfficeLink* newsletter index
- Updated Health Care Professional Toolkit
- Added mailings under Communications

Behavioral Health

- Updated Behavioral Health Prevention Programs

Medicare

- Added Medicare Dual Advantage (HMO) – Special Needs Plan

Register today

For more information about RelayHealth services or to register, go to www.relayhealth.com or call toll free 1-866-RELAY-ME (1-866-735-2963).

* Primary care providers include family practice, general practice, internal medicine, pediatric and ob-gyn providers.

**Excludes specialty facilities.

webVisits is a registered trademark of RelayHealth.

- Updated Aetna Medicare page and *OfficeLink* Medicare articles
- Updated Aetna Medicare OpenSM Plan (PFFS) page and individual counties listing
- Added link to Aetna Medicare PFFS leaflet, *What Health Care Providers Need To Know About Private Fee-For-Service Plans*

Clinical Resources

- Updated Quit Smoking resource sheet for physician offices
- Updated Aetna Health ConnectionsSM page

Precertification

- Updated Erythropoietin Injectable Medication Precertification Request Form

Education

- Please see the feature article in this issue for recent updates to our Education Site for Health Care Professionals

Aetna's Education Site for Health Care Professionals

Online course offerings for physicians, nurses and office staff include:

CHANGING HEALTH CARE MARKETPLACE

Learn about the forces redefining the health care marketplace, including products, technology, and consumer-directed health care financial accounts and tools:

- Changing Health Care Marketplace
- Podcast Series
- **NEW:** Consumer-Directed Health Plans

CONTINUING EDUCATION

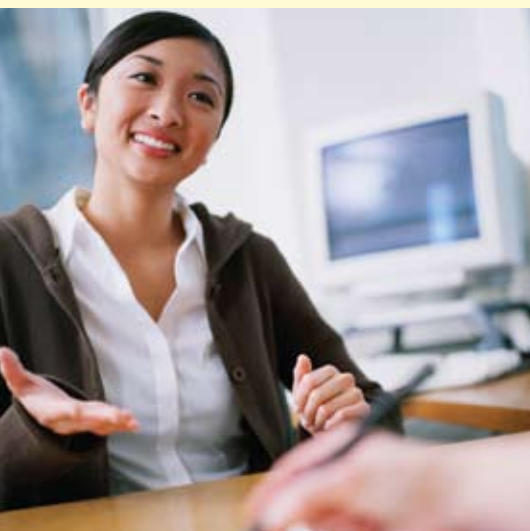
Aetna is committed to providing you with meaningful information, education and tools about treatment options, delivery of care methods and patient impact. Begin by exploring the CME and CEU courses offered here:

- **NEW:** Collaborative Opioid Prescribing Education (COPE) CME
- Depression Management in the Primary Care Setting CME
- Quality Interactions® CME/CE courses for physicians, oncologists, nurses and case managers on administering cross-cultural care
- Quality Interactions refresher CME, CCM or CE courses, including **NEW:** Refresher on Congestive Heart Failure

DIVERSITY IN HEALTH CARE

These evidence-based, case-based courses for physicians, nurses and other health care practitioners – developed by Dr. Joe Betancourt, founder of the Manhattan Cross Cultural Group – educate participants on cross-cultural diversity using a patient-based approach to effective cross-cultural care:

- Award-winning Closing the Health Care Gap video
- Quality Interactions courses, including CME, CCM or CE credits



To access the Education site and enroll in a course:

- Visit www.aetna.com.
- Log in to our secure provider website.
- Choose the "Education" link.

OFFICE ADMINISTRATION

These courses provide practical information about Aetna-related administration and can help your office be more efficient and increase both income and patient satisfaction. Maximize your ease of administration by taking advantage of our course offerings:

- Aetna Depression Management Office Staff Training Guide
- Aetna EDI Connect
- Aetna HealthFund® HRA
- Aetna Medicare OpenSM Plan (Private Fee-for-Service)
- Aetna Medicare Open Plan Recorded Seminar
- Aetna National Advantage™ Program (NAP)
- Aexcel® Office Administration
- Credentialing Made Easier
- Electronic Connectivity: ERA/EFT
- Electronic EOBs and Claim Reconsideration
- Member ID Card Education Tool
- National Provider Identifier (NPI)
- Open Access Overview
- Pandemic Flu Awareness and Preparedness
- Patient Safety and the Leapfrog Group
- Quality Interactions for Health Care Employees
- **NEW:** Workers' Comp 101

PATIENT EDUCATION PROGRAMS

Consumers need education, resources and tools to make informed health care decisions. See firsthand educational tools designed specifically for your Aetna patients:

- "Estimate the Cost of Care" course

PODCASTS

Podcasting gives you the flexibility to learn when and where it's convenient for you – on the go or in your office. Listen to podcasts covering industry news and education that fit into your busy schedule:

- Podcast Series (Changing Health Care Marketplace, Personal Health Record – Overview, and Personal Health Record – Personal Perspective)

RECORDED EVENTS

Recorded events bring a virtual classroom setting to your computer. They're a convenient way to attend educational sessions, learn about our products and services, and get updates from Aetna:

- Aetna Medicare Open Plan Recorded Seminar
- Best Coding Practices for Immunization Services

In addition to our online courses, we offer Aetna in-service face-to-face sessions and webinars. For upcoming events near you, reference our online calendar.

Quick Tips to simplify online coding tools

These downloadable, printable job aids make coding easy for your office:

- CPT/HCPCS Coding Tools – Quick Tips
- CPT/HCPCS Claim Entry – Quick Tips (NEW)

"Coding Tools Quick Tips" explains the purpose of the Clinical Policy Code Look-Up Tool, Code Editing Tool and Policy Information links. "Claim Entry Quick Tips" walks users through the coding claim entry screen and offers tips to help successfully navigate the process. To view these tools, visit the Education site and choose "Reference Tools."

Plan Facts and Features

Informed Medical Decisions offers members genetic cancer counseling

Aetna has contracted with Informed Medical Decisions (Informed), a national provider of genetic cancer counseling services.

Informed offers telephone and Web-based genetic counseling services to Aetna members whose benefits plans cover genetic counseling. This service helps them better understand their risk for developing three genetic-based cancers:

- Breast
- Ovarian
- Colorectal

How the process works

Members who visit the Informed website – www.informedmedicaldecisions.com – will be able to complete a brief pre-screening questionnaire to determine their level of risk. Those whose responses indicate an inherited risk for developing cancer will be encouraged to schedule a telephone consultation with an Informed genetic counselor.

After completing an in-depth assessment, the counselor will advise if a genetic lab test is needed and provide recommendations on risk reduction

Program provides support for depression screening

The Aetna Depression Management Program provides resources for primary care physicians to help diagnose and treat patients with depression. We also offer additional compensation for screening Aetna members for depression.

strategies. The counselor will then send a summary letter of consult to the member's primary care physician (PCP) and encourage the member to discuss results with his/her PCP. The Informed counselor will help coordinate lab tests.

Help your patients receiving genetic counseling services by:

- Being aware of Informed's genetic counseling services.
- Engaging and supporting your patients through meaningful dialogue.
- Scheduling and ordering tests once you've reviewed the patient's Informed consult.

You can find board-certified genetic counselors through DocFind®, our online provider directory, at www.aetna.com/docfind.

To access genetic counseling and testing Clinical Policy Bulletins, visit www.aetna.com:

- Select “for Health Care Professionals” and “Medical”
- Select “Clinical Policy Bulletins” and type in 0189 (counseling) or 0140 (testing)

Note: If you are a provider affiliated with an IPA, contact your IPA for information regarding referrals for genetic counseling.

To learn more, or if you are interested in participating, please call 1-888-812-3862 or email us at depression@aetna.com. You can also visit our website at www.aetnadepressionmanagement.com to register for the program, tour program highlights and find printable office tools.



Understanding Aetna's Medicare PFFS plan

We've posted a one-page leaflet on our public website to help you better understand the Aetna Medicare OpenSM Plan, a Medicare Advantage Private Fee-for-Service (PFFS) plan.

You can find this leaflet – “What Health Care Providers Need to Know About Medicare PFFS Plans” – at www.aetna.com. We encourage you to print and review it in your office.

Once on www.aetna.com, pick “for Health Care Professionals,” “Medical,” then “Medicare PFFS” under “Shortcuts.” You will find the leaflet under “Related Documents” on the right side of the page.

The Aetna Medicare Open Plan is a non-network based Medicare Advantage PFFS plan. The leaflet explains that you can choose whether to accept and provide covered services to Aetna Medicare Open Plan members. You have a right to make that choice each time a plan member requires covered services. In addition, you do not have to sign a contract with Aetna to provide covered services to these plan members.

For more information about requirements for providers who choose to render covered services to Aetna Medicare Open Plan members, review the Aetna Medicare Open Plan Terms and Conditions of Participation, which you'll also find on the “Medicare PFFS” webpage described above.

The Physician Advisory Board: A Valuable Resource

We continue to gain great insight from our ongoing dialogue with physicians across the country. The Physician Advisory Board, established four years ago, is a primary example of our deepening relationships. The Board, which meets twice yearly, advises us on issues of importance to physicians and makes recommendations, as appropriate, about our business practices.

In 2007, this group provided valuable feedback as we work to expand our role in transforming health care in America, enhance our technology offerings including data and analytic tools, tackle difficult physician payment issues, and ease administrative processes for providers.

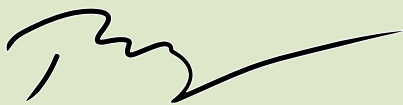
For example, based on a Board recommendation, we included MedSolutions, a provider of radiology benefits management, in our November 2007 meeting to further discuss utilization and administration of high-tech imaging procedures. We also are seeking the Board's feedback on technology enhancements, including the Personal Health Record and online visits. In addition, this group continues to provide insight as we proceed with transparency initiatives and physician performance incentives.

You may recall that in 2003, we reached a landmark agreement with the physician community. A key aspect of that agreement was the creation of this nine-member Board. When I joined Aetna in the summer of 2006, I immediately was struck by the dedication of the board members and the value of their contributions. I look forward to continuing our relationship in 2008 and beyond.

To learn more about the Physician Advisory Board, including its history, membership and past meeting summaries, I encourage you to go to www.aetna.com and select "Health Care Professionals," "Medical" then "Physician Advisory Board." Your input – particularly on issues relevant to the medical community – is important to me, so please continue to use the Physician Advisory Board mailbox located on these pages. We regularly monitor submissions to the mailbox and they are addressed with the appropriate Aetna business units. Prior to each meeting, mailbox submission topics are reviewed by the Board and are considered as we develop the agenda.

My thanks go out to the members of the Board for their focused participation. Their active listening, constructive comments, and thoughtful insights continue to serve us well. And many thanks to you for sharing with us topics that are of great importance to you as physicians.

Sincerely,



Troyen A. Brennan, M.D.
Senior Vice President and
Chief Medical Officer



“When I joined Aetna in the summer of 2006, I immediately was struck by the dedication of the board members and the value of their contributions.”





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Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Life Insurance Company and Corporate Health Insurance Company and Strategic Resource Company.

Member access for appointments to primary care physicians

We have established the following standards for members seeking appointments from their primary care physicians:

- Preventive routine care/Within 8 weeks
- Symptomatic care/Non urgent acute complaint/Within 3 days
- Routine Care/Within 7 days
- Urgent Care Appointments/Same day or within 24 hours

Results from the 2007 CAHPS Health Plan Survey, which focuses on patient satisfaction with obtaining appointments, fell below our established goals.

For this and other helpful information, refer to your provider office manual or the Aetna Health Care Professional Toolkit. The toolkit is available online through our secure provider website.

California providers: how to access your fee schedule

In accordance with the regulations issued pursuant to the Claims Settlement Practices and Dispute Mechanism Act of 2000 (CA AB1455 for HMO) and pursuant to the expansion of the Health Care Providers Bill of Rights (under CA SB 634 for indemnity and PPO products) we are providing you with information about how to access your fee schedule.

- If you are a provider affiliated with an IPA, contact your IPA for a copy of your fee schedule.
- If you are a provider directly contracted with Aetna, view your fee schedule online by logging in to the secure website. Select “Transactions,” then “Claims,” then “Fee Schedule.” Select “Continue” to accept disclaimer, then enter your provider ID number.

- If your hospital is reimbursed through Medicare Groupers, visit the Medicare website at <http://cms.hhs.gov/default.asp?fromhcfadotgov+true> for your fee schedule information.
- To request access to your fee schedule, send an email to AetnaAB1455feeschedulerequest@aetna.com

If you have any additional questions regarding your fee schedule you may also call our Provider Service Center.

For more information

Visit www.dmhc.ca.gov/ and selecting “Providers”, then “General Information,” “Laws” and “Existing Regulations.”

The information and/or programs described in this newsletter may not necessarily apply to all services in this region. Please contact your Aetna network representative to find out what is available in your local network. Application of copayments and/or coinsurance may vary by plan design. This newsletter is provided solely for your information and is not intended as legal advice. If you have any questions concerning the application or interpretation of any law mentioned in this newsletter, please contact your attorney.