

Take a beat.

Your essential reminders are here.

Read up on essential news

We want to keep you informed, so here are two important reminders for you this month:

Clarification for new policy for allowable non-emergent basic life support transport services

We told you about our new ambulance policy for non-emergent basic life support transport services in our June newsletter. This policy was effective September 01, 2020, and only applies to our Medicare Advantage members.

Reminder: Observation Revenue Code 762

We sent letters in September notifying you that effective November 14, 2020, we will follow guidance from the Centers for Medicare & Medicaid Services (CMS) for observation billing. Revenue code 762 is the only revenue code that depicts the total number of observation hours. We will apply this policy to both commercial and Medicare Advantage plans.

We are aligning the observation rate driver in our contracts to the Industry Standard: Revenue code 762. You may bill revenue codes 760 or 769, but we no longer pay the contracted observation rate for them. We will only pay the observation rate for claims billed with revenue code 762.

Use revenue code 762 when billing for the total number of facility observation hours.

Questions?



You can always find these policies on our provider portal, Availity.

[Access Availity](#)

Just call us at:

- **1-800-624-0756** for HMO-based benefits plans
- **1-888-MDAetna (1-888-632-3862)** for all other plans

We post all reminders on **Aetna.com** for you. You can also review our policies and claim edits on our provider portal, Availity®. Just go to Payer Space > Resources > Expanded Claim Edits.

Plus, you can use our Code Edit Lookup Tools on Availity anytime. Just go to Payer Space > Applications > Code Edit Lookup Tools. Keep your Aetna provider ID number (PIN) handy to access them.



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Help/contact us:

If you have any questions, please **contact us**.

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