

# Hello, there.

We have important news for you.

We regularly review and adjust our clinical, payment and coding policies. Review our policies and claim edits on our provider portal, Availity®. Just go to Payer Space > Resources > Expanded Claim Edits. Or you may visit [Aetna.com](https://www.aetna.com) to see them.

This month, here is what you need to know:

## Global surgery policy to include additional criteria\*

Effective **January 1, 2021\*\***, we will be enhancing our existing global surgery policy to include additional criteria based on our third-party editing.

These new criteria will identify procedures during the global surgery period billed with modifiers -58, -78, or -79. Procedures billed with these modifiers will be subject to nurse review and be evaluated for appropriate reimbursement.

**\*Arkansas providers:** this article is your notice of Material Amendment to Healthcare Contract. It is being sent pursuant to Ark. Code Ann. § 23-99-1205(a) and shall apply to all Provider, Physician, Ancillary, Facility and Hospital healthcare contract(s).

**\* Colorado providers:** this article is your notice of material change to contract.

\*\*This is subject to regulatory review and separate notification in Washington state.

## Encounter for treatment of secondary malignancy (cancer)

When an encounter is for a primary cancer with metastasis and you are treating the metastatic (secondary) site(s) only, make sure you list the metastatic site(s) as the primary/first-listed diagnosis. Code the primary cancer as secondary diagnosis.

When requesting a precertification for a drug treatment for the metastatic diagnosis, you must include the metastatic secondary site as the **primary** diagnosis.

## Provider Data Management on Availity

**Beginning November 1, 2020, you'll need to use Availity to update your information.\***

### It's easy to make changes!

Just log in to the Availity portal. Go to **My Providers > Provider Data Management**. You can then verify your information or make updates including your address, appointment phone number, office hours, etc. Availity will display quarterly notifications reminding you to verify your information.

### What are the benefits of updating with Availity?

Availity helps our members find and connect with you for care by providing us with accurate information about your practice. And you'll benefit because you'll:

- Stay listed in our provider directories

- Avoid potential claims payment delays
- Make sure we can contact you with important information when needed

In addition to keeping your directory information up to date, the Availity portal:

- Allows you to share information with other payers, reducing phone calls to your office
- Shows you pre-populated information that payers are listing in their directories, making it easier for you to check or correct

### **An easy process with helpful tools.**

On the Availity portal, you have one efficient workflow to communicate with payers. You can also:

- Validate eligibility and benefits
- Submit claims, send supporting documentation, and check claim status
- View remittances and EOB statements, request authorizations and referrals

\* Medicare and Commercial providers in NY and MA should continue to use [CAQH](#) to submit updates.

## **Extended coverage of telemedicine services**

We have liberalized coverage of certain telemedicine services through **December 31, 2020** - find more details [here](#).

Quick reminder that you can also use our Code Edit Lookup tools on Availity. Just go to Payer Space > Applications > Code Edit Lookup Tools. And keep your Aetna® provider ID number handy to access them.

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**Note to all providers, including Coventry providers: to view OfficeLink Updates (OLU) quarterly newsletters and monthly notices online, go to [aetna.com](#). Click on “Providers,” then “News.”**

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