

## Aetna Telehealth Updates

**Update 4/22/20:** Per phone call with “Jeremy” (call reference AVA15314719941) they are temporarily, for 90 days - ending June 4th, waiving all copays and accepting usual CPT codes such as 99213, 99214 (I asked specifically for those) with POS 11 and modifier 95. He directed me to the file and you scroll way down to see the April 9<sup>th</sup> update listing the codes and guidelines. *(Thank you Vernell Hester, COC, CHONC, for this update!)*

[CLICK HERE](#) to read Aetna’s Informative Guide. *(you will need to log into Availty to access)*

### **Updated 3/26/20 - Posted on the Aetna Website:**

*What code would be used if a physician performs a Telehealth visit?*

For the next 90 days, until June 4, 2020, Aetna will waive member cost sharing for a covered telemedicine visit regardless of diagnosis. Aetna members are encouraged to use telemedicine to limit potential exposure in physician offices. Cost sharing will be waived for all virtual visits through the Aetna-covered Teladoc® offerings and in-network providers. Self-insured plan sponsors will be able to opt-out of this program at their discretion.

For the 90-day period, Aetna has added the following HCPCS codes below. All telemedicine services not noted will be covered according to Aetna’s current policy. All other telemedicine coverage is stated in the Aetna Telemedicine policy which is available to providers on the NaviNet and Availty portals.

The following codes require an audiovisual connection:

G2061, G2062, G2063 - Qualified nonphysician healthcare professional online assessment, for an established patient, for up to seven days, cumulative time during the 7 days; 5-10 minutes; 11 – 20 minutes; or 21 or more minutes  
98970, 98971, 98972 - Qualified nonphysician health care professional online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10; 11-20; or 21 or more minutes.  
99421, 99422, 99423 - Online digital evaluation and management service, for an established patient, for up to 7 days, cumulative time during the 7 days; 5-10; 11-20; or 21 or more minutes.

The following codes require an audiovisual connection or telephone:

G2010 - Remote evaluation of recorded video and/or images submitted by an established patient (e.g., store and forward), including interpretation with follow-up with the patient within 24 business hours, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment.

G2012 - Brief communication technology-based service, e.g. virtual check-in, by a physician or other qualified health care professional who can report evaluation and management services, provided to an established patient, not originating from a related e/m service provided within the previous 7 days nor leading to an e/m service or procedure within the next 24 hours or soonest available appointment; 5-10 minutes of medical discussion.

98966, 98967, 98968 - Telephone assessment and management service provided by a qualified nonphysician health care professional to an established patient, parent, or guardian not originating from a related assessment and management service provided within the previous 7 days nor leading to an assessment and management service or procedure within the next 24 hours or soonest available appointment; 5-10; 11-20; or 21-30 minutes of medical discussion.

99441, 99442, 99443 - Telephone evaluation and management service by a physician or other qualified health care professional who may report evaluation and management services provided to an established patient, parent, or guardian not originating from a related E/M service provided within the previous 7 days nor leading to an E/M service or procedure within the next 24 hours or soonest available appointment; 5-10; 11-20; or 20-30 minutes of medical discussion.

*Can telemedicine be delivered through telephone?*

For the next 90 days Aetna will cover minor acute evaluation and management services care services rendered via telephone. A visual connection is not required. For general medicine and behavioral health visits – a synchronous audiovisual connection is still required. Aetna’s telemedicine policy is available to providers on the NaviNet and Availity portals.

The above Information can be found on the AETNA website [CLICK HERE](#)

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**3/19/20 from the AETNA Website:**

We’re offering a \$0 copay for telemedicine visits for the next 90 days, until June 4, 2020.

Coronaviruses are spread from an infected person to others through the air by coughing and sneezing, as well as through close personal contact, such as touching or shaking hands. Costs will be waived for all telemedicine visits through:

Teladoc options through the Aetna Health app  
Network providers who deliver virtual care, such as live video-conferencing  
Other virtual care apps or services provided as part of your plan

Other Coronavirus Information From Aetna

[CLICK HERE](#)