

AETNA Expands Telehealth Coverage Services for 90 Days



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Aetna is temporarily expanding telehealth coverage during the COVID-19 emergency to allow for **limited** telephone-only services in addition to telehealth services via video + audio.

Here's what you need to know

1. Telephonic-only Care (visual connection not required)

- Telephonic-only visits with in-network providers for **minor acute evaluation and management services** are covered for **90 days** (until June 4, 2020).
- Cost shares are waived for such visits during the **90-day** period regardless of diagnosis.
- Self-insured plan sponsors may opt out of this program.

2. Telehealth (video + audio)

- For **general medicine and behavioral health visits** with in-network providers, a synchronous audiovisual connection is still required.
- Cost shares are waived for such visits during the **90-day** period regardless of diagnosis.
- Self-insured plan sponsors may opt out of this program.

3. Coding Guidance

- During the **90-day** period, Aetna has added a [list of codes](#) that can be utilized for telephonic communications (minor acute evaluation and management services only) and those services requiring an audiovisual connection (general medicine and behavioral health).
- All telemedicine services not specifically listed will be covered according to Aetna's current policy, which is available to providers on the NaviNet and Availity portals.

Additional Aetna Resources:

- [Information from Aetna for Care Providers about COVID-19](#)