

AETNA Expands Telehealth Coverage



This document is available to members as an informational resource. KMA expresses no opinion as to the feasibility, applicability, or impact to your particular practice. The guidance outlined below applies to Aetna plans only.

Aetna will allow limited telephone-only services in addition to telehealth coverage via video + audio during the COVID-19 emergency.

Here's what you need to know

Telephonic-only Care (visual connection not required)

- **New** For commercial plans, until August 4, 2020, Aetna will cover limited minor acute care evaluation and care management services, as well as some behavioral health services, rendered via telephone. Self-insured plan sponsors may opt out of this program.
- **New** Cost shares are waived for such visits through September 30, 2020 regardless of diagnosis.
- **New** Telephone-only services (99441-99443, 98966-98968, G2010, G2012) payments **are set** to equate to 99212 (office rate) and this change will remain in effect until further notice.
- Self-insured plan sponsors may opt out of this program.

Telehealth (video + audio)

- **For specialty, most general medicine and some behavioral health visits**, with in-network providers a synchronous audiovisual connection is still required.
- Aetna's liberalized coverage of commercial telemedicine services, as described in its telemedicine policy, will now extend through August 4, 2020.
- For commercial plans, the cost share waiver for any in-network covered telemedicine visit – regardless of diagnosis – ended on June 4, 2020. However, Aetna extended all member cost-sharing waivers for covered in-network telemedicine visits for outpatient behavioral and mental health counseling services through September 30, 2020. Aetna self-insured plan sponsors offer
- For Medicare Advantage plans, Aetna has eliminated out-of-pocket costs for primary care services for all in-network primary care visits done via telehealth, as well as in-network telemedicine visits for outpatient behavioral and mental health counseling services, through September, 30, 2020
- General medicine and behavioral health visits are reimbursed at the same rate as in-person visits.

Coding Guidance

- Aetna's telemedicine policy is available to providers on the [Availity](#) and [NaviNet](#) portals.

Additional Aetna Resources:

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