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Provider education bulletin

June 2022 edition, day 1 of 2

Welcome to our provider education bulletin — summer edition

Dear health care providers and staff,

Supporting you — our trusted providers — and your Aetna® patients on their path to better health is always our top priority. And our quarterly provider education bulletin helps make working with us simpler. We send useful information, tools, tips and resources straight to your inbox. So, you can spend more time focusing on your patient's health.

In our summer 2022 edition, we're featuring our new Clinical Policy Bulletins enhancements. We're also highlighting how Aetna's Medicare Star Ratings program rewards providers for quality of care.

- **Today's edition** — Our Clinical Policy Bulletins have undergone a makeover. We'll show you how the new enhancements simplify your search and clarify our coverage decisions.
- **Tomorrow's edition** — We highlight the CAHPS and HOS surveys, and how Medicare Star Ratings affect value-based payments and help improve patient health outcomes.

We hope you'll find this information helpful. As always, we welcome your feedback. Just send us your questions, comments and ideas for future articles to NewProviderTraining@Aetna.com.

Thank you for being a part of our network.

Topic of the day

Our Clinical Policy Bulletins and search options are undergoing a makeover.

Aetna's Clinical Policy Bulletins (CPBs) are internally developed policies that we use as a guide for determining health care coverage for our members — your patients.

They are written on selected clinical issues, especially addressing new medical technologies such as devices, drugs, procedures and techniques. The CPBs are used as a tool to be interpreted in

conjunction with your patients' specific benefits plan and after discussions between you and your patients.

CPBs are based on:

- Peer reviewed published journals
- A review of available studies on a particular topic
- Evidence-based consensus statements
- Expert opinions of industry professionals
- Guidelines from nationally recognized health care organizations

Our CPBs are currently undergoing a makeover to make it easier for you to search for and review them. You'll notice that now you can search CPBs on our [medical clinical policy bulletins page](#) by selecting the following tabs:

- Keyword search — Enter your keyword or four-digit CPB number.
- Alphabetical and category list — You can refine your search to include categories such as Administrative (Non-Clinical), Behavioral Health, Drugs/Biologics, Medical and much more.
- What's new — Here you can review additions, revisions, updates and deletions sorted by an enhanced chronological date range.
- Periodic review — Identify the anticipated start dates of the CPB review process for each CPB listed (subject to change without notice at Aetna's discretion).

We've also updated the format within some CPBs to include:

- A table of contents with links to applicable CPT/HCPCS/ICD-10 codes to further clarify our coverage decisions
- A new policy section segmented by medical necessity; experimental and investigational; and cosmetic classifications
- A new glossary of terms

For more information regarding our CPBs, please refer to the "joining our network" section of our [provider manual](#).

We're here for you

Are you new to Aetna? Or do you simply want to see what's new?

Learn how to do business with us quicker and simpler

Just attend our "Doing business with Aetna" webinar on the second [Tuesday](#) or third [Wednesday](#) of each month from 1:00 PM to 2:15 PM ET. Ask questions and get answers on the spot.

We'll show you how to:

- Locate provider manuals, clinical policy bulletins and payment policies
- Access online transactions such as those related to eligibility, benefits, precertifications, and claim status/disputes
- Register for live instructional webinars
- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

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