



March 28, 2011

[Type Addressee Company here]
[Type Addressee Street Address here]
[Type Addressee City, State, Zip+4 here]

Dear Health Care Professional:

EquiClaim will review E&M codes for Aetna

As part of ongoing claim review activities, Aetna has secured the services of EquiClaim to review the use of the Evaluation and Management (E&M) codes for all participating physicians in Aetna's network. The analysis compares your historical E&M billing experience to the average E&M billing practices of your peers of the same specialty and geographic area. Codes included in this analysis are 99201-99205, 99211-99215 and 99241-99245. The goal of this review is to ensure the E&M code billed is appropriate for the clinical services provided to the Aetna member.

Aetna is aware that many factors may impact the coding of your practice office visits. Attached for your review is an E&M Profile Report which indicates there has been a consistent Level 4 and 5 coding billed by your practice during the first half of 2010. In the future, EquiClaim may contact your practice to request medical records of Aetna members to help EquiClaim further determine the accuracy of the E&M codes billed. We would ask that your practice observe the E&M coding criteria below when submitting future claims to Aetna for reimbursement.

Please review the criteria for submitting a Level 4 or 5 E&M code:

- Provider takes a detailed or comprehensive history of the patient.
- Provider performs a comprehensive examination.
- Provider conducts medical decision making of moderate or high complexity.
- Provider spends a minimum of 25 and as much as 60 minutes of face-to-face time with the patient and/or a family member.

Where to go for more information

If you have questions concerning E&M coding, please refer to CMS '95 and '97 guidelines at www.cms.hhs.gov. Select "Outreach & Education," then "MLN Educational Web Guides" and then "Documentation Guidelines for E&M Services."

Call if you have questions

Aetna's and EquiClaim's goal is for the network physicians to accurately and consistently use E&M codes correctly. If you have questions, please contact EquiClaim at 1-866-481-1479.

Sincerely,

EquiClaim Representative

Enclosure: E&M Profile Report