



151 Farmington Avenue, RWA4
Hartford, CT 06156-7626

Scott Wheeler
Investigator
Special Investigations Unit
Phone: (860) 273-0774
Fax: (860) 975-9719

[REDACTED]

Case #: [REDACTED]

Dear Dr. [REDACTED]:

We are in receipt of a W-9 for facility charges from [REDACTED]. I am writing to advise you of Aetna's reimbursement policy which does not allow payment for facility fees for office based surgery.

In order to be reimbursed for facility fees or any related surgical care charges, i.e. pharmaceuticals, surgical supplies, operating room charges etc., for any surgical procedure, the entity must be licensed by the state where the facility operates as an Ambulatory Surgical Center or whatever comparable title is used by a state's licensing law to describe a freestanding facility, other than a physician's office, where surgical and diagnostic services are provided on an ambulatory basis. In the absence of state licensure requirements, evidence of Medicare eligibility or certification as an Ambulatory Surgical Center under 42 CFR 416 must be provided. Accreditation alone by accrediting agencies such as JCAHO (Joint Commission on Accreditation of Healthcare Organizations), AAAASF (American Association for Accreditation of Ambulatory Surgical Facilities) or AAAHC (Accreditation Association for Ambulatory Health Care) is not sufficient for separate reimbursement of facility fees or surgical care charges. In particular, accreditation as an office based surgical facility is not sufficient for separate reimbursement of facility fees or related surgical charges.

According to our records, [REDACTED] is not licensed in the State of California as an Ambulatory Surgical Center, nor is it certified as a Medicare Certified Ambulatory Surgical Center. Effective immediately, Aetna will not reimburse claims for facility fees or related surgical care charges that are billed by [REDACTED].

If the information we have on file is incorrect, or if your entity becomes licensed as an Ambulatory Surgical Center or receives Medicare certification as described above, please let us know so that we may update our files.

If you have any questions about the aforementioned process, please contact me directly at (860) 273-0774.

Sincerely,

Scott Wheeler
Investigator



4645 E. Cotton Center Blvd., Bldg. 1
Phoenix, AZ 85040

Nell A. Tosetto
Network Market Head



Dear Health Care Professional:

Continued out-of-network ambulatory surgery referrals could cause a rate adjustment or end your participation with Aetna - action required

Your Aetna agreement includes a requirement that you refer your Aetna patients to in-network providers for covered services. Our records show that you have repeatedly referred Aetna members to [REDACTED] which is an out-of-network ambulatory surgery provider for covered services in circumstances where qualified participating providers were readily available. We will continue monitoring your referrals for Aetna members. Future unwarranted referrals to out-of-network providers may result in (1) an amendment to your agreement which would include a rate adjustment or (2) the end of your participation with us.

Your Aetna agreement includes a requirement for referrals to in-network providers

Referring your Aetna patients to out-of-network providers in circumstances where qualified participating providers were readily available without obtaining authorization from Aetna or written consent from the Aetna member violates your Aetna agreement. Consequently, you need to refer your Aetna patients to in-network providers for covered services.

Your Aetna patients pay more for out-of-network providers

Your Aetna patients generally pay more money out of pocket when they access care from out-of-network providers. Referring them to in-network providers helps them save money.

Find network physicians and facilities online

To find in-network providers and facilities visit our DocFind (referral director)!. DocFind is available on our secure provider website at www.aetna.com.

Call if you have questions

We appreciate your attention to this matter. If you have questions, please contact your Aetna network account manager, Erin Bridgforth at 602-659-9026.

Sincerely,

<

Nell A. Tosetto
<Network Market Head