



February 2022 PAAC Report

Sharing updates from the Payer Advocacy Advisory Committee:

1. As part of PAAC monthly activities, we met with the Section on Telehealth Care and discussed the various challenges at the state level related to telehealth. We expect changes in upcoming months regarding payer policies for telehealth/telemedicine. This includes changes to required place of service (POS) codes and the adoption of the audio-only modifier. While some payers have already updated their policies to require POS 10 (telehealth provided in patient's home), we encourage you to review payer bulletins, websites, and monthly email updates to stay informed of any changes to these policies for payers in your region.
2. Also, as part of PAAC activities, we reviewed multiple AAP policies in development and provided feedback for public comment on ONC electronic prior authorization standards and proposed updates for HEDIS® Measurement Year 2023.
3. Since mental health was identified as one of PAAC's priorities, we met with Aetna and discussed pediatric mental/behavioral health initiatives and how they are supporting mental health in the medical home. Please report through [the Coding Hotline/Hassle Factor Form](#) if you are experiencing specific issues with Aetna related to integration of mental health in the medical home.
4. We have heard reports of denials from Cigna for well-child visits due to incorrect diagnosis code (ex. Z00.129). Cigna is aware of the issue and is automatically reconsidering and adjusting claims that were incorrectly denied. They have put the Unacceptable Principle Diagnosis Codes (R38) Reimbursement Policy on hold until mid-May, after which point they will update with the correct diagnosis codes.
5. PAAC tries to review national payer update newsletters on policy changes that impact pediatrics. Please bring any concerning payer policy updates to our attention!
6. The next Pediatric Council meeting is scheduled for April 13. Please contact tsalaway@aap.org for more information.

Thank you for all that you do to help the children, families, and colleagues of your region!

Request from PAAC: if you have any problems with payment, coverage, or payer policies, please reach out to us via [the Coding Hotline/Hassle Factor Form](#) (link on the bottom of every SOAPM email), or emailing members directly. **PLEASE** consider including **email contact for your biller or office manager** who might best provide additional information so that we can be more effective in our advocacy efforts. In addition, if we reach out to you to follow-up, please respond and include the appropriate team members in your organization who might be able to provide additional details if needed.

Please help us help you!

Sue Kressly, PAAC Chair

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All others please process through [the Coding Hotline/Hassle Factor Form](#)

Thanks for your support!