



Provider Education Bulletin

Summer 2025 edition, day 1 of 2

Supporting you — our trusted providers — and your Aetna® patients on their path to better health is always our top priority. 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 patients' health.

As always, we welcome your feedback

Just send your questions, comments and ideas for future articles to NewProviderTraining@Aetna.com.

Thank you for being a part of our network.



Today's news

We're sharing how to find our refreshed Coordination of Benefits (COB) resources and how you can avoid denials on commercial claims by checking your claim status on our secure provider portal on Availity®.*



Tomorrow's news

We're highlighting best practices for documenting a behavioral health treatment plan.

New COB resources

Get help on how to file COB claims

We understand that pended Coordination of Benefits (COB) claims can be frustrating. To get help, refer to the refreshed material on our [claims coordination and review page](#).

When we pend a COB claim, we must verify secondary coverage if we don't have it in our systems or if the two coverages don't match. Allow us 45 days to complete this verification. Read the [COB claim filing tip sheet](#) to confirm you're sending the right information.

How to avoid denials on commercial claims by checking your claim status

You can find the EOB statement via Availity® or your clearinghouse.*

Sometimes we need additional information to process your claim. When this happens, we put it in a pending status. The remarks on the claim's Explanation of Benefits (EOB) statement tells you what we need, how to send it and the submission deadline.

How to find the EOB statement

On [our provider portal on Availity](#):

1. Submit a claim status inquiry (CSI) transaction to locate the claim.
2. Download the EOB statement using the Availity Remittance Viewer. You'll find it at the top of page. Note: If this is your first time using this tool, you'll be prompted to follow a simple registration process. You'll be required to validate a recent payment from Aetna® during this step.
3. Read the remark message and gather the requested documentation.
4. Rather than mail or fax, upload your documentation using the "Send attachments" button on Availity. Be sure to include a copy of the EOB statement. This helps us route everything to the correct department.

Via a clearinghouse:

- We respond to your electronic claim submission with a Claim Acknowledgement transaction, the 277CA. It's sent to your clearinghouse. This transaction will alert you if the entire claim was accepted or rejected. For an accepted claim, we'll provide the assigned claim number, which you can use to check the status.
- If we pend your claim, we'll send a pended claims report — the Claim Pending Status report (277P) transaction — to your clearinghouse.
- Using the 277P, read the remark message on the EOB statement and respond. Be sure to include a copy of the EOB statement. This helps us route everything to the correct department.

Contact your clearinghouse if you don't know how to find your pended claims. If your clearinghouse doesn't provide pended claims, you can use our provider portal on Availity.

What happens if we don't hear from you

If we don't receive the requested information by the deadline, the claim won't process and may result in a denial.

Where to go for help

If you have any questions, you can contact Availity at [1-800-AVAILITY](tel:1-800-AVAILITY) ([1-800-282-4548](tel:1-800-282-4548)) or your clearinghouse.



We're here for you.

Learn how to do business with us simpler and quicker.

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, precertification, and claim status/disputes
- Locate Availity® Help and Training
- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

*Availity® is available only to providers in the U.S. and its territories.

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Provider Education Bulletin

Summer 2025 edition, day 2 of 2

This is day two of our provider education summer series. Today's edition focuses on best practices for documenting a behavioral health treatment plan. So you can get back more time in your day and focus on your patients' care.

We're committed to bringing useful information straight to your inbox. The goal is to help you — our trusted health care providers and staff — stay in the know about processes, guidelines and workflows to better serve our members and get paid faster.

Stay in the know — join our distribution list

You and your team can stay informed by joining our Aetna® OfficeLink Updates™ (OLU) provider newsletter distribution list. Simply complete our [online form](#). We'll send the monthly and quarterly editions of OLU, the provider education bulletin and other educational content directly to your inbox.

Suggestions?

As always, if there are any specific topics that you would like us to consider for future articles, just send your suggestions and ideas to NewProviderTraining@Aetna.com.



Today's news

We share how to document a behavioral health treatment plan.

Best practices for documenting a behavioral health treatment plan

[A thorough treatment plan helps you and your patients keep their care on track.](#)

We understand that documentation is only one of your many tasks. Still, we would like to remind you that comprehensive treatment plans are essential for quality patient care, compliance with fraud, waste, and abuse policies, and avoidance of legal risk.

A treatment plan is one of the best ways for you and your patient to document progress and gaps as well as demonstrate the care you are providing to support coding and billing.

How to outline treatment goals

Behavioral health treatment plan goals should include the following elements:

- The goal should be **SMART**: **S**pecific, **M**easurable, **A**chievable, and **R**ealistic, and it should include a **T**ime frame for evaluation.
- The goal should be directly linked to the patient's presenting problem or diagnosis.
- Each goal should include a list of steps that the patient and clinician will take in order to accomplish that goal.
- Follow-up-visit notes should include an evaluation of the patient's progress toward their goals.

Here's an example:

Patient will experience a reduction in her depressive symptoms, as evidenced by a reduction in the PHQ-9 score (progress to be evaluated in December 2025).

- Activity #1: Clinician will provide the patient with a list of activities and resources for managing depression.
- Activity #2: Patient will select three activities or resources to practice or use at least three times per week.
- Activity #3: Patient will consult with a sleep specialist for an insomnia evaluation.

Resources

You can find many treatment planning resources online. [Verywell Mind](#) is a great place to start.

More information

Treatment plan documentation is only one element of our behavioral health documentation standards. For detailed information related to our documentation standards, please review our refreshed [Office Manual for Health Care Professionals](#), which includes information for behavioral health providers. You'll also find the specific criteria we use when auditing treatment records in the "Aetna Behavioral Health treatment record review criteria and best practices" section.

Questions?

If you have questions specifically about best practices for documenting a behavioral health treatment plan, send an email to

QualityImprovement2@Aetna.com. You'll be directed to the connect with the provider service center for all other inquiries. You can connect with the provider service center by visiting our [Contact Aetna](#) page.



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