



Massachusetts Pain Management Access Plan

Introduction

The following Pain Management Services Access Plan is prepared in compliance with M.G.L. c. 175, §47CCC; M.G.L. c. 176A, §8DDD; M.G.L. c. 176B, §4DDD; M.G.L. c. 176G, §4VV, and M.G.L. c. 176O, §30 and Filing Guidance Notice 2025-E.

The Aetna® Pain Management Access Plan embodies and reflects the three core principles of prevention, intervention and support. As described below, this plan ensures Aetna members can access a wide array of pain-management treatments, including both non-opioid medications and nondrug modalities.

Precertification removed on drugs used for Opioid Use Disorder

We removed precertification requirements on all buprenorphine products, including Suboxone for all commercial formularies. We were also the first national payer to waive copays for Narcan for our fully-insured commercial members. This move increased accessibility to the drug by removing potential financial barriers.

Opioid alternatives: Non-opioid medications

Our fully-insured plans cover numerous types of non-opioid drugs that have label of non-label indications for pain management. With respect to our Massachusetts members, formularies cover the following non-opioid pain management drugs:

Generic	BRAND NAMES
NSAIDS	
Celecoxib	Celebrex
Diclofenac	Voltaren
Diclofenac Micronized	Zorvolex
Diflunisal	Dolobid
Etodolac	Lodine
Ibuprofen	Motrin, Advil
Indomethacin	Indocin
Indomethacin Micronized	Tivorbex
Ketorolac	Toradol
Meloxicam	Mobic
Meloxicam Micronized	Vivlodex
Nabumetone	Relafen
Naproxen	Naprosyn, Aleve

Oxaprozin	Daypro
Piroxicam	Feldene
Sulindac	Clinoril
Tolmetin	Tolectin
Flurbiprofen	
Meclofenamate Sodium	
Ibuprofen-Acetaminophen	Combogesic
Ibuprofen -Famotidine	Duexis
Naproxen-Esomeprazole	Vimovo
Aspirin	
Fenoprofen	

ANTICONVULSANTS	BRAND NAMES
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Carbamazepine	Tegretol
Divalproex	Depakote
Gabapentin	Neurontin
Gabapentin extended-release	Gralise
Gabapentin enacarbil	Horizant
Oxcarbazepine	Trileptal
Pregabalin	Lyrica
Topiramate	Topamax
Valproic acid	Depakene
Phenytoin	Dilantin
Lacosamide	Vimpat
Lamotrigine	Lamictal

ANTIDEPRESSANTS	BRAND NAMES
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Amitriptyline	Elavil
Desipramine	Norpramin
Desvenlafaxine	Pristiq
Duloxetine	Cymbalta
Imipramine	Tofranil
Levomilnacipran	Fetzima
Milnacipran	Savella
Nortriptyline	Pamelor
Venlafaxine	Effexor
Bupropion	Wellbutrin
Doxepin	

MUSCLE RELAXANTS	BRAND NAMES
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Baclofen	Gablofen, Lioresal, others
Carisoprodol	Soma
Chlorzoxazone	Parafon Forte, Lorzone
Cyclobenzaprine	Flexeril, Amrix, Fexmid
Dantrolene	Dantrium
Methocarbamol	Robaxin
Metaxolone	Skelaxin, Metaxall
Orphenadrine	Norflex

Riluzole
Tizanidine

Rilutek
Zanaflex

STEROIDS	BRAND NAMES
Dexamethasone	Decadron
Hydrocortisone	Cortef, Hydrocortone
Methylprednisolone	Medrol
Prednisone	Deltasone, Prednicot
Prednisolone	Orapred, Millipred, Prelone
Deflazacort	Emflaza
Triamcinolone	Kenalog
Vamorolone	Agamree
Cortisone	
TOPICALS	BRAND NAMES
Diclofenac 1% gel	Voltaren
Diclofenac 1.5 or 2 % solution	Pennsaid
Diclofenac epolamine 1.3% patch	Flector
Lidocaine/Prilocaine	Emla
Lidocaine 5% patch	Lidoderm

Opioid alternatives: Non-opioid pain-management modalities

In addition to non-opioid pain medications, our fully-insured plans cover many nondrug pain-management modalities. Sufferers of chronic pain have access to multidisciplinary modalities, including both outpatient and inpatient treatment programs, which consider physical, social and behavioral factors. With respect to our Massachusetts Members, their plans cover the following nondrug pain-management modalities:

Non-medication alternatives examples:

- Physical therapy
- Occupational therapy
- Chiropractic care
- Acupuncture
- Cognitive behavioral therapy (CBT)
- Transcutaneous electrical nerve stimulation (TENS) therapy

Provider networks

We ensure our provider network includes:

- Licensed pain management specialists
- Physical and occupational therapists
- Behavioral health providers trained in pain management
- Complementary and integrative health providers (e.g., acupuncturists, chiropractors)

Medical necessity reviews

We've established utilization management systems and processes that are compliant with M.G.L. c. 176O. We review the medical necessity and appropriateness of any prescription, supply service or treatments per our policies and guidelines.

We publish all Pharmacy Clinical Policy Bulletins for both pharmacy and specialty pharmacy drugs which are subject to medical necessity reviews on **Aetna.com**:

[Aetna.com/health-care-professionals/clinical-policy-bulletins/pharmacy-clinical-policy-bulletins.html](https://www.aetna.com/health-care-professionals/clinical-policy-bulletins/pharmacy-clinical-policy-bulletins.html)

Our utilization management policies and procedures are based on guidelines and criteria that include:

- Aetna® clinical policy bulletins
- Centers for Medicare & Medicaid Services National Coverage Determinations, Local Coverage Determinations and Medicare Benefit Policy Manual
- MCG™ guidelines
- American Society of Addiction Medicine (ASAM) Criteria; Treatment Criteria for Addictive, Substance-Related, and Co-Occurring Conditions, Third Edition
- Applied Behavioral Analysis (ABA) Medical Necessity Guide
- Level of Care Assessment Tool (LOCAT)
- Child Adolescent Level of Care Utilization System for Psychiatric and Addictive Services/ Child and Adolescent Service Intensity Instrument (CALOCUS-CASII)

[Aetna.com/health-Care-professionals/utilization-management.html](https://www.aetna.com/health-care-professionals/utilization-management.html)

Member and provider materials

Member resources: Depending on the member's specific plan, a range of supportive chronic pain programs may be available.

Examples include:

Guardian Angel Program:

We recently launched the Guardian Angel Program (GAP). With GAP, we identify members who've had an opioid overdose and connect them with providers in their communities who can treat addiction.

GAP is a proactive approach to fighting the opioid epidemic. We understand addiction can be complex and highly personal. And we are committed to helping our members get the treatment they need with ease.

How does GAP work?

Our program uses claims data and predictive analytics. We can identify members who are at-risk of an overdose or may need treatment. Once identified, a trained clinician reaches out to the member or their caregiver and offers support, including:

- Evaluating the member's mental and physical well-being
- Directing members to in-network resources and providers
- Finding information on naloxone — and other harm-reduction strategies
- Working with case management to monitor care and follow-up

Aetna Compassionate CareSM Program

Compassion. Caring. Support.

Our Compassionate Care Program is here to help members and families through trying times. It offers service and support to our members. When a member has a serious illness, our resources help members make choices that are best for them and their family. As an Aetna member, there is free access to these services and resources, included with their medical benefits.

Our Compassionate Care Program continues to evolve through its expansion of resources and services, addressing the needs of our members facing serious illness. Our case managers are here to assist.

Provider resources:

Acupuncture and Dry Needling CPB 0135

Aetnet.Aetna.com/mpa/cpb/100_199/0135.html

Physical Therapy CPB 0325 **Aetnet.Aetna.com/mpa/cpb/300_399/0325.html**

Back Pain - Non-Invasive Treatments CPB 0232

Aetnet.Aetna.com/mpa/cpb/200_299/0232.html

Electrical Stimulation for Pain CPB 0011 **Aetnet.Aetna.com/mpa/cpb/1_99/0011.html**

Chiropractic Services CPB 0107 **Aetnet.Aetna.com/mpa/cpb/100_199/0107.html**

Nerve Blocks CPB 0863 **Aetnet.Aetna.com/mpa/cpb/800_899/0863.html**

Headaches: Nonsurgical Management CPB 0462

Aetnet.Aetna.com/mpa/cpb/400_499/0462.html

Headaches: Invasive Procedures CPB 0707

Aetnet.Aetna.com/mpa/cpb/700_799/0707.html

Back Pain - Invasive Procedures CPB0016 **Aetnet.Aetna.com/mpa/cpb/1_99/0016.html**

Spinal Cord Stimulation CPB 0194 **Aetnet.Aetna.com/mpa/cpb/100_199/0194.html**

Aetna® works toward a common goal advocating for our members' best health and providing a clear path to care.

Discrimination is Against the Law

Aetna Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with 45 CFR § 92.101(a)(2)). Aetna Inc. does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Aetna Inc.:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:

- o Qualified sign language interpreters

- o Written information in other formats (large print, audio, accessible electronic formats, other formats).

- Provides free language assistance services to people whose primary language is not English, which may include:

- o Qualified interpreters

- o Information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call 1-800-872-3862 (TTY: 711) or the number on the back of your ID card.

If you believe that Aetna Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator

Attn: 1557 Coordinator

CVS Pharmacy, Inc.

1 CVS Drive, MC 2332,

Woonsocket, RI 02895 Phone: 1-800-648-7817, TTY: 711 Email: CRCoordinator@aetna.com

You can file a grievance in person, by mail, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. This notice is available at Aetna Inc.'s website: <https://www.aetna.com/>

Interpretation and Translation Services

You can contact Member Services at the free number listed on your ID card to receive information about administrative procedures concerning translation and interpreter services. Aetna Customer Service Professionals have access to translation services through the AT & T language line. In addition there is a TDD number for the hearing impaired.

Services d'interprétation et de traduction

Vous pouvez contacter les services aux membres au numéro de téléphone gratuit figurant sur votre carte d'identification pour recevoir des informations sur les procédures administratives à suivre afin d'obtenir des services d'interprétation et de traduction. Les professionnels du service à la clientèle Aetna ont accès à des services de traduction par le biais des services linguistiques téléphoniques de AT&T. Un numéro de téléphone ATME est aussi disponible pour les malentendants.

Υπηρεσίες Μετάφρασης

Για να λάβετε πληροφορίες όσον αφορά τις διοικητικές διαδικασίες που αφορούν τις υπηρεσίες μετάφρασης και διερμηνείας, μπορείτε να επικοινωνήσετε με την Υπηρεσία για τα Μέλη στον αριθμό (χωρίς χρέωση) που βρίσκεται επάνω στην ταυτότητά σας. Οι υπάλληλοι του τμήματος εξυπηρέτησης πελατών της Aetna έχουν πρόσβαση στις μεταφραστικές υπηρεσίες της εταιρείας AT&T. Επιπλέον, υπάρχει αριθμός TDD για άτομα με προβλήματα ακοής.

Servizi di traduzione e di interpretariato

Per maggiori informazioni sui servizi di traduzione e interpretariato riguardanti procedure amministrative, potete rivolgervi al Servizio per Soci chiamando il numero verde indicato sulla vostra tessera identificativa. Il personale del Servizio Clienti di Aetna ha accesso ai servizi di traduzione della divisione linguistica di AT&T. È inoltre disponibile un numero di telefono per dispositivi TDD per persone non udenti o ipoudenti.

Serviços de interpretação e de tradução

Poderá entrar em contato com os Serviços aos Associados através do número de telefone gratuito indicado no seu cartão de identificação para obter informações sobre os procedimentos administrativos relativamente aos serviços de interpretação e de tradução. Os profissionais de atendimento ao cliente da Aetna têm acesso aos serviços de tradução através da linha de idiomas da AT&T. Existe também uma linha TDD para pessoas com deficiência auditiva.

Услуги устного и письменного перевода

Чтобы получить информацию об административных процедурах, связанных с получением услуг письменного и устного перевода, вы можете обратиться в отдел обслуживания участников по бесплатному номеру телефона, указанному на вашей идентификационной карте. Сотрудники отдела обслуживания клиентов компании Aetna могут воспользоваться услугами перевода, которые предоставляет служба языковой поддержки AT&T. Также предусмотрен номер TDD для лиц с нарушениями слуха.

Servicio de Intérprete y Traducción

Usted puede ponerse en contacto con el Departamento de Servicios para Miembros, al número de teléfono gratuito que aparece en su tarjeta de identificación para recibir información sobre los procedimientos administrativos relativos a los servicios de interpretación y traducción. Los profesionales de servicio al cliente de Aetna tienen acceso a los servicios de traducción por medio de AT&T Language Line. Además, hay un número para los usuarios de TDD con problemas auditivos.

Sèvis entèprèt ak tradiktè

Ou kapab pran kontak avèk Sèvis pou manm yo si ou rele nimewo telefòn gratis ki sou kat I.D. oua (idantifikasyon) pou ou jwenn ransèyman sou sèvis entèprèt ak tradiktè konsènan pwosedi administratif yo. Pwofesyonèl nan sèvis kliyan “Aetna” gen mwayen jwenn sèvis tradiksyon nan “AT&T language line” (sèvis lang AT&T). Yon nimewo TDD disponib tou pou moun ki pa tande byen.

ບໍລິການລ່າມ ພາ ສາ ແລະ ການແປ ເອ ກະ ສານ

ທ່ານສາມາດຕິດຕໍ່ ພະ ແນກບໍລິການສະມາຊິກໄດ້ ໂດຍ ໃຊ້ເບີ ໂທ ບໍ ລິ ການພຣິທິລະບຸໄວ້ໃນບັດປະຈຳຕົວຂອງທ່ານ ເພື່ອຮັບຂໍ້ມູນລາຍ ລະ ອຽດ ຕ່າງໆ ກ່ຽວກັບຂັ້ນຕອນການບໍລິການລ່າມ ພາ ສາ ແລະ ການ ແປ ເອ ກະ ສານ. ພະ ນັກ ງານ ຂອງ ພະ ແນກບໍລິການລູກຄ້າ ຂອງ ບໍ ລິ ສັດ (Aetna) ສາ ມາດ ຕິດ ຕໍ່ ກັບ ການ ບໍ ລິ ການ ທາງ ດ້ານ ການ ແປ ພາ ສາ ໄດ້ ໂດຍຜ່ານສາຍພາສາ (Language Line) ຂອງບໍລິສັດ AT & T. ນອກຈາກນັ້ນ, ຍັງມີເບີໂທຂອງລະບົບ TDD ໄວ້ສໍາລັບຜູ້ພິການຫຼືໄດ້ໃຊ້ໃນການຕິດຕໍ່ອີກດ້ວຍ.

សេវាកម្មផ្នែកបកប្រែភាសា

អ្នកអាចទាក់ទងសេវាកម្មសមាជិកតាមរយៈលេខឥតគិតថ្លៃ ដែលមាននៅលើកាតសម្គាល់ខ្លួនរបស់អ្នក ដើម្បីទទួលបានព័ត៌មានអំពីនីតិវិធីរដ្ឋបាលទាក់ទងនឹងសេវាកម្មផ្នែកបកប្រែភាសា។
អ្នកជំនាញផ្នែកសេវាកម្មអភិវឌ្ឍន៍របស់ Aetna មានសិទ្ធិចូលប្រើសេវាកម្មផ្នែកបកប្រែភាសាមួយ៖
ខ្សែទូរសព្ទផ្នែកភាសា AT & T ។ ក្រៅពីនេះ ក៏មានលេខ TDD សម្រាប់អ្នកស្តាប់មិនឮផងដែរ។

口譯及筆譯服務

您可以通過撥打列在您會員卡上的免費電話號碼與會員服務處聯絡，以便獲取有關實施程序的口譯及筆譯服務的資訊。Aetna 的專業用戶服務人員使用 AT & T 語言專線 (AT&T Language Line) 的翻譯服務。還有一個專門為聽力有障礙的用戶提供的 TDD 號碼。

خدمات الترجمة الشفهية والكتابية

تستطيع الاتصال بخدمات الأعضاء على رقم الهاتف المجاني المدرج على بطاقة هويتك للحصول على معلومات حول خدمات الشفهية والكتابية المتعلقة بالإجراءات الإدارية فموظفو خدمة العملاء لدى Aetna يستطيعون تلقي خدمات الترجمة عن طريق خط اللغات لشركة AT&T. ويتوفر لضعاف السمع أيضًا رقم على TDD.

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