



Aetna Better Health®



*Live in: FL, VA, MD, KY, WV, MI, IL*

Aetna Better Health is working with Change Healthcare to enable Dx Gap Advisor, a solution designed to alert providers when diagnosis codes are potentially missing from a claim. This is accomplished by sending the biller the standard EDI remittance advice (277CA) associated with claim rejections that are integrated into the claim submission process. The automated rejection messages appear in the billing solution alert queue and are triggered on claims that may be incomplete or inaccurate for patients with historic claims data, such as evidence of an established diagnosis of a chronic condition that is not present on the current claim.

**Sample Alert Message (277CA):**

The following is an example of the type of rejection you will receive if there is a suspected open risk gap, presenting up to five (5) diagnosis codes:

Patient history includes <1234567, 1234567, 1234567, 1234567, 1234567>. Review the medical record on this date of service to validate the claim diagnosis codes are complete and accurate; then RESUBMIT claim.

**If Your Office Receives a Rejection Message (277CA):**

Once Dx Gap is enabled, your office may receive this message. At that time, you should take the following actions:

- **Engage a qualified coder** or appropriate professional to review the patient's medical record to confirm that the diagnosis(es) coded on the claim are complete and accurate
- If the coding on the **claim is complete** as originally submitted, simply resubmit the claim for clearinghouse processing using the original claim ID
- If **changes are necessary**, make the changes and resubmit the claim using the original claim ID
- If a **diagnosis is added to** the claim, the provider should ensure that all affected fields are addressed, including the "order of the diagnoses reported" and the "Diagnosis Pointer", per Centers for Medicaid and Medicare Services Form 1500 and ICD-10 CM Coding Guidelines

For **questions about a claim status message or general program questions**, please call Change Healthcare Customer Service at **1-844-592-7009**, option 3.

**On-line Support Video:**

<https://inspire.changehealthcare.com/DxGapAdvisor>

# Dx Gap Advisor Program Benefits:

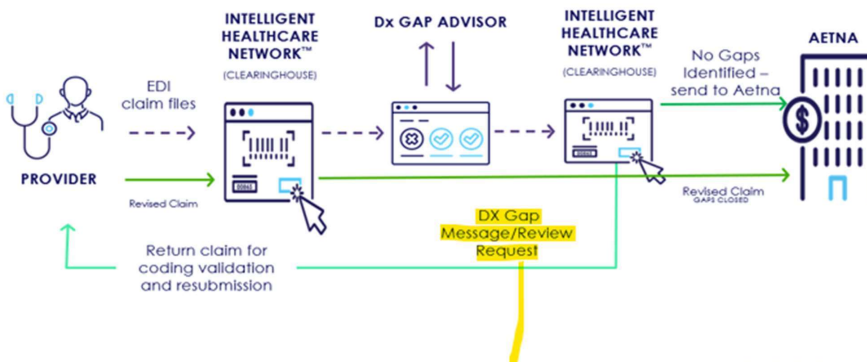
**Dx Gap Advisor™ - Capture diagnosis codes to accurately capture a member's chronic conditions and deliver complete and accurate claims the first time.**

As the healthcare industry faces unprecedented change, Aetna Better Health is focused on helping its members receive the specific care they need at the time they need it. It is also focused on helping providers ensure that the care they provide to the plan's members is completely, accurately, and efficiently reported and submitted within the provider's existing submission workflow.

Benefits:

For the member, Dx Gap Advisor enhances the medical provider's awareness of their potential medical conditions, thereby increasing the opportunity or need to receive the right level of care and services or follow-up care and services from their medical health plan and its provider network.

For the provider, Dx Gap Advisor brings another opportunity for awareness of their patient's medical history and ensures a line of sight to the accuracy of their billing practices within the medical office. The solution may also reduce some of the administrative rework within the existing Health Plan's chart review process that frequently occur independently from the Dx Gap Advisor. This is accomplished by promoting accuracy and agreement between the patient's medical record and the claim submission. Dx Gap Advisor does not create an administrative burden because it targets just the claims where the member's medical history contains evidence of chronic medical conditions by rendering provider having specialties related to the treatment of such conditions. At the rendering provider level, Dx Gap Advisor sends an average of less than 3 claim alerts per month. Prompt responses to the alerts by the biller will be received by Aetna Better Health within 24-48 hours of the biller's response.



Patient history includes [12345678, 12345678]. Review med record on this DOS to validate the claim Dx codes are complete and accurate; then RESUBMIT claim. Questions call CHC 844.592.7009x3

What Provider Specialties (via Primary Taxonomy Code) may be evaluated by Dx Gap Advisor?

PROVIDER TAXONOMY CODE	PROVIDER TAXONOMY DESCRIPTION
208D0000X	Allopathic & Osteopathic Physicians/General Practice
207Q0000X	Allopathic & Osteopathic Physicians/Family Medicine
207QA0401X	Allopathic & Osteopathic Physicians/Family Medicine, Addiction Medicine
207QA0000X	Allopathic & Osteopathic Physicians/Family Medicine, Adolescent Medicine
207QA0505X	Allopathic & Osteopathic Physicians/Family Medicine, Adult Medicine
207QB0002X	Allopathic & Osteopathic Physicians/Family Medicine, Bariatric Medicine
207QG0300X	Allopathic & Osteopathic Physicians/Family Medicine, Geriatric Medicine
207QH0002X	Allopathic & Osteopathic Physicians/Family Medicine, Hospice and Palliative Medicine
207QS1201X	Allopathic & Osteopathic Physicians/Family Medicine, Sleep Medicine
207QS0010X	Allopathic & Osteopathic Physicians/Family Medicine, Sports Medicine
207R0000X	Allopathic & Osteopathic Physicians/Internal Medicine
207RA0401X	Allopathic & Osteopathic Physicians/Internal Medicine, Addiction Medicine
207RA0000X	Allopathic & Osteopathic Physicians/Internal Medicine, Adolescent Medicine
207RA0201X	Allopathic & Osteopathic Physicians/Internal Medicine, Allergy & Immunology
207RB0002X	Allopathic & Osteopathic Physicians/Internal Medicine, Bariatric Medicine
207RC0000X	Allopathic & Osteopathic Physicians/Internal Medicine, Cardiovascular Disease
207RI0001X	Allopathic & Osteopathic Physicians/Internal Medicine, Clinical & Laboratory Immunology
207RC0001X	Allopathic & Osteopathic Physicians/Internal Medicine, Clinical Cardiac Electrophysiology
207RC0200X	Allopathic & Osteopathic Physicians/Internal Medicine, Critical Care Medicine
207RE0101X	Allopathic & Osteopathic Physicians/Internal Medicine, Endocrinology, Diabetes, & Metabolism
207RG0100X	Allopathic & Osteopathic Physicians/Internal Medicine, Gastroenterology
207RG0300X	Allopathic & Osteopathic Physicians/Internal Medicine, Geriatric Medicine
207RH0000X	Allopathic & Osteopathic Physicians/Internal Medicine, Hematology
207RH0003X	Allopathic & Osteopathic Physicians/Internal Medicine, Hematology & Oncology
207RI0008X	Allopathic & Osteopathic Physicians/Internal Medicine, Hepatology
207RH0002X	Allopathic & Osteopathic Physicians/Internal Medicine, Hospice and Palliative Medicine
207RI0200X	Allopathic & Osteopathic Physicians/Internal Medicine, Infectious Disease
207RM1200X	Allopathic & Osteopathic Physicians/Internal Medicine, Magnetic Resonance Imaging (MRI)
207RX0202X	Allopathic & Osteopathic Physicians/Internal Medicine, Medical Oncology
207RN0300X	Allopathic & Osteopathic Physicians/Internal Medicine, Nephrology
207RP1001X	Allopathic & Osteopathic Physicians/Internal Medicine, Pulmonary Disease
207RO0500X	Allopathic & Osteopathic Physicians/Internal Medicine, Rheumatology
207RS0012X	Allopathic & Osteopathic Physicians/Internal Medicine, Sleep Medicine
207RS0010X	Allopathic & Osteopathic Physicians/Internal Medicine, Sports Medicine
207RT0003X	Allopathic & Osteopathic Physicians/Internal Medicine, Transplant Hepatology
20800000X	Allopathic & Osteopathic Physicians/Pediatrics
2080A000X	Allopathic & Osteopathic Physicians/Pediatrics, Adolescent Medicine
2080I007X	Allopathic & Osteopathic Physicians/Pediatrics, Clinical & Laboratory Immunology
2080P006X	Allopathic & Osteopathic Physicians/Pediatrics, Developmental & Behavioral Pediatrics
2080H0002X	Allopathic & Osteopathic Physicians/Pediatrics, Hospice and Palliative Medicine
2080T0002X	Allopathic & Osteopathic Physicians/Pediatrics, Medical Toxicology
2080N0001X	Allopathic & Osteopathic Physicians/Pediatrics, Neonatal-Perinatal Medicine
2080P008X	Allopathic & Osteopathic Physicians/Pediatrics, Neurodevelopmental Disabilities
2080P0201X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Allergy & Immunology
2080P0202X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Cardiology
2080P0203X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Critical Care Medicine
2080P0204X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Emergency Medicine
2080P0205X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Endocrinology
2080P0206X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Gastroenterology
2080P0207X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Hematology-Oncology
2080P0208X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Infectious Diseases
2080P0210X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Nephrology
2080P0214X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Pulmonology
2080P0216X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Rheumatology
2080T0004X	Allopathic & Osteopathic Physicians/Pediatrics, Pediatric Transplant Hepatology
2080S0012X	Allopathic & Osteopathic Physicians/Pediatrics, Sleep Medicine
2080S0010X	Allopathic & Osteopathic Physicians/Pediatrics, Sports Medicine
207QG0300X	Allopathic & Osteopathic Physicians/Family Medicine, Geriatric Medicine
207RG0300X	Allopathic & Osteopathic Physicians/Internal Medicine, Geriatric Medicine
363L0000X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner
363LA2100X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Acute Care
363LA2200X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Adult Health
363LC1500X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Community Health
363LC0200X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Critical Care Medicine
363LF0000X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Family
363LG0600X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Gerontology
363LN0000X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Neonatal
363LN0005X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Neonatal, Critical Care
363LX0001X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Obstetrics & Gynecology
363LX0106X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Occupational Health
363LP0200X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Pediatrics
363LP0222X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Pediatrics, Critical Care
363LP1700X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Perinatal
363LP2300X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Primary Care
363LP0808X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Psychiatric/Mental Health
363LS0200X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, School
363LW0102X	Physician Assistants & Advanced Practice Nursing Providers/Nurse Practitioner, Women's Health
363A0000X	Physician Assistants & Advanced Practice Nursing Providers/Physician Assistant
363AM0700X	Physician Assistants & Advanced Practice Nursing Providers/Physician Assistant, Medical
363AS0400X	Physician Assistants & Advanced Practice Nursing Providers/Physician Assistant, Surgical