

## **AETNA BIOMANAGE PROGRAM FAQ**

<b>PHONE AND FAX NUMBERS</b>	
<b>For questions regarding the EPO pre-certification program contact: 1-(866) 699-8130.</b>	
<b>To obtain a pre-certification contact:</b>	
<b>CareCore National</b>	<b>Phone Submissions: (866) 699-8130 Fax line Submission: (866) 699-8129</b>

### **When does the requirement for Precertification for Aetna Members become effective?**

March 1, 2007

### **If the program effective date is March 1, 2007, when can I call for a precertification?**

Calls for pre-certification will be received beginning on 19 February 2007.

### **Who do I contact for Pre-certification?**

After March 1, 2007 you will need to fax or phone in the request to CareCore National at the phone or fax noted above.

Monday through Friday from 8a.m. to 5p.m. Eastern Time (ET).

Telephone **1-866-699-8130** or via a dedicated fax line at **1-866-699-8129**.

### **Why do I have to call Care Core National?**

Care Core National will administer the clinical review of EPO product. This allows Aetna to utilize the Care Core National's infrastructure and process already in place for radiology services.

### **What services require pre-certification?**

#### **Authorizations for this drug will allow a total of 4 treatments in 8 weeks.**

- J0881 Darbepoetin alpha injection; non-ESRD, 1 mcg (*Aranesp*)
- J0882 Darbepoetin alpha injection; for ESRD on dialysis, 1 mcg (*Aranesp*)

#### **Authorizations for this drug will allow a total of 8 treatments in 8 weeks.**

- J0885 Epoetin alpha injection; non-ESRD), 1000 units (*Epogen, Procrit*)

#### **Authorizations for this drug will allow a total of 24 treatments in 8 weeks for dialysis.**

- J0886 Epoetin alpha injection; for ESRD on dialysis, 1000 units (*Epogen, Procrit*)
- Q4081 Epogen, Procrit (Epoetin alfa injection), 100 units: for ESRD on dialysis (*Epogen, Procrit*)

### **How many pre-certification numbers will I need for one 8 week treatment session?**

One pre-certification number will be assigned per 8 week session.

### **What information will I need to provide?**

The information requested on the pre-certification fax form should be fully completed or provided at the time of the phone call. You may also fax a copy of your patient's treatment "flow sheet" instead, if it contains all of the data required on the fax form, which includes:

- The primary anemia diagnosis *and* the secondary diagnosis, or other indications.
- the name and HCPCS code for the drug requested,

- the date of the first and most recent treatment with this drug,
- the hemoglobin level before treatment and most recent hemoglobin test results,
- verification of whether iron testing was done
- who will bill Aetna for the drug
- where was the drug obtained

**How can I recognize a precertification number?**

It is the same format utilized for the Aetna radiology Program. (1) one alpha (9) numeric, the HCPCs code.

For example: A123456789-J0881.

**Is there a way I can verify if a precertification number has been assigned to a precert request?**

Yes, visit [www.carecorenational.com](http://www.carecorenational.com) and click on physician services.

**Can a precertification number expire?**

Yes, the precertification number is good for 56 calendar days (8 weeks).

**Which members are affected?**

This program will include your patients enrolled in all HMO based products including GoldenMedicare in:

Aetna's Metro New York market.

Counties included: Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan, Ulster and Westchester

Aetna's Northern New Jersey market.

Counties included: Bergen, Essex, Hudson, Hunterdon, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, Sussex, Union and Warren

**What are the exemptions from this program?**

Health care providers who have complied with the monitoring program and have demonstrated that they are administering therapy within industry guidelines may be eligible for an exemption from the 2007 pre-certification requirement for these two drugs. If your practice meets these eligibility criteria, you will have received communication in writing. Otherwise, you are required to obtain pre-certification.

**Do I need authorization if the medication is administered at home?**

Yes, this applies to all non-emergent outpatient administration of these medications.

**What are the places of service included in this program?**

Places of service include outpatient hospital, dialysis centers, physician office, home infusion and any product received through Aetna Specialty Pharmacy or an independent pharmacy location.

**What is Aetna's specialty pharmacy named?**

ASRX

**Will medically urgent request be accepted?**

Yes, requests for medically urgent reviews may be considered, if indicated, within the contractual requirements of the member's plan **and** as required by law. This therapy is not intended for patients who require immediate correction of severe anemia, and

although it may prevent the need for maintenance transfusions, it is not a substitute for emergency transfusion.

**What should I do if I have a member in my office who requires EPO?**

The referring provider can utilize the website to request the pre-certification and if all clinical information is received on the initial request and it meets clinical criteria, an immediate determination will be made.

**How soon can I submit a request for a pre-certification?**

Once the program has been implemented you may request a pre-certification up to two weeks prior to the planned administration of these injectable medications.

**How quickly will a pre-certification be provided?**

If all clinical information is received on the initial request and it meets clinical criteria, an immediate determination will be made. When complete clinical information is not received a determination will be made as soon as possible, but no later than 2 business days from receipt of all required clinical information.

**If I am calling CareCore National to request an Advanced Imaging Service can I request a pre-certification of these medications at the same time?**

Yes, simply alert the Clinical reviewer that you wish to initiate a pre-certification for the BioManage program at the completion of your Advanced imaging review.

**What is CareCore National's Customer Service number for the BioManage program?**

Dial 1-866-699-8130 and select the Customer Service menu option.

**Will Aetna have a record of the precerts issued by Care Core National?**

Yes, all pre-certifications will be transferred to Aetna.

**What happens if an Aetna member receives an EPO product without an authorization?**

Effective March 1, 2007, any claim submitted for services, which do not have a valid authorization will be denied.

**Where do I submit my claims?**

All claims for these services should continue to be submitted to Aetna as you do today. You do not have to include the pre-certification number issued by Care Core National on your claim.