



March 25, 2020

Dear Valued Partner:

We share the same goal: help people get and stay emotionally healthy. We're your partners in health care, and act to serve you and the millions of patients who rely on us for their health care needs.

In response to the rapidly evolving COVID-19 outbreak, CVS Health and Aetna are here to support you with timely answers and information. Through CVS Health and Aetna's combined resources and your partnership, we can best support your Aetna patients' health and well-being, ensure their access to medication and remove barriers to care.

We're here to help you, help your patients and recently announced these resources and enhancements when applicable:

- Until June 4, 2020, **Aetna will waive member cost sharing for any covered telemedicine visits regardless of diagnosis - including mental health.** For commercial plans, cost sharing will be waived for all virtual visits through the Aetna-covered Teladoc[®] offerings and in-network providers delivering telemedicine services. **[Learn more about our expanded behavioral health virtual services across all levels of care.](#)**
- Aetna is allowing clinicians to deliver **mental health counseling and consultative services through telemedicine** to members who are hospitalized.
- We're **reimbursing for Applied Behavioral Analysis delivered via televideo**, allowing children with Autism to receive therapy services at home with required professional oversight.
- Aetna is **reimbursing for Medication Assisted Treatment (MAT) services conducted through televideo or telephonically**, when used with non-injectable medications, for the treatment of substance use disorders. Program aligns with recent relaxation of Federal regulations requiring in-person assessments for MAT.
- **Until further notice, Aetna is also expanding coverage of telemedicine visits to its Aetna Medicare members**, so they can receive the care they need from you without leaving their homes. **With this change** and new flexibilities announced by the Centers for Medicare and Medicaid Services to help combat the virus, Aetna Medicare members can now see their providers virtually via telephone or video.
- **Aetna Employee Assistance Program counseling sessions** can be delivered via televideo

or telephonically until June 4, 2020.

- **Patients won't have to pay a fee** for home delivery of prescription medications from CVS Pharmacy®.
- **We're waiving early refill limits on 30-day prescription maintenance** medications for all Commercial members with pharmacy benefits administered through CVS Caremark.
- **Aetna Medicare members may request early refills on 90-day prescription maintenance medications** at retail or mail pharmacies if needed. For drugs on a specialty tier, we're waiving early refill limits for a 30-day supply.
- **Care packages will be sent to Aetna patients diagnosed with COVID-19.** Through Aetna's Healing Better program, Aetna Commercial and Medicare Advantage members will receive CVS items to help relieve symptoms as well as personal and household cleaning supplies to help keep others in the home protected from potential exposure.

Please refer to the "**What You Need to Know About the Coronavirus (COVID-19) - Aetna Providers**" FAQs on Aetna.com for additional important information. This page will be continually updated with information as it becomes available to help you care for your patients.

We're providing resources to help your patients navigate the COVID-19 outbreak. They can be found on our **website** and we encourage you to share them with your patients.

Let's work together to provide your patients with a clear path to care. Thank you for your continued partnership.

Best Regards,

Angie Meoli
SVP, Network Strategy and Provider Experience



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