





# Care management

Improving quality of care helps reduce total cost

[Wellness Programs](#) | [Disease Management](#) | [Care Management](#) | [Online Health Tools](#)

Care management includes case management, utilization management and disease management. Care management can help "at-risk" member's achieve better health through effective patient management. Effective patient management helps them stick with the behaviors and clinical approaches that have been proven to work.

Care management is for patients on the "not well" end of the spectrum. They need more help than those at the healthy end of the spectrum.

### 3 advantages of care management from Aetna

**Coordinating care** for members with special needs is more efficient and effective because of these four advantages:

**Evidence-based decisions**  
Our actions and policies have strong foundations in research and clinical experience. This helps members get access to the right care at the right time.

**Integration and technology**  
Having systems that all work together helps us identify and reach more members who need our help and support.

**Targeted outreach to members**  
Our clinical staff will contact members identified by our systems, who may need extra help. Early identification and targeted outreach is one more way to help members with complex medical needs. Find out more by talking to your Aetna representative.



### Tools for Employers & Organizations

- Find a Doctor or Hospital
- Find a Document or Form
- Manage Your Plan
- Get a Report
- Contact Aetna

[Tools & Educational Material](#)

### Legal Notices

Health benefits and health insurance plans contain exclusions and limitations.

### Health Care Reform

**Health Care Reform**  
Get answers about health reform and learn how changes may affect businesses.

### Healthy Living

**Weight training can improve your high-density lipoprotein (HDL) level. That's the good cholesterol.**

Source: Aetna InHealthcare®

[Investors](#) | [Press](#) | [Careers](#)

- Secure Site Log In
- Employers Log In**
- Other Secure Sites
- Why Register? +

Email | [Bookmark/Share](#)

**Aetna.com**

- > Site Map
- > Frequently Asked Questions
- > Glossary
- > Member Services
- > Member Guidelines
- > Legal Notices
- > Web Privacy Statement

**About Us**

- > Investor Information
- > Careers
- > Press Center
- > Contact Us
- > Health Care Reform
- > Health & Wellness

**Tools for Employers and Organizations**

- > Find a Doctor or Hospital
- > Find a Document or Form
- > Manage your Plan
- > Get a Report
- > Contact an Agent

**Plans and Services**

- > Buy Health Insurance
- > Buy Dental Insurance
- > Federal Employees
- > Medicare Insurance
- > All Plans & Services

[Log In / Register](#)



# Determining Coverage

## Utilization management: Guidelines for determining coverage

[Practitioner](#) | [Concurrent Review](#) | [Retrospective Review](#)

First, our staff collects information about a member's clinical condition. Then, our staff uses evidence-based clinical guidelines from nationally recognized authorities to guide utilization management decisions involving preauthorization, concurrent review, and retrospective review.

Aetna staff use the following criteria as guides in making coverage determinations as applicable:

- Milliman Care Guidelines<sup>SM</sup> for medical and surgical care.
- Aetna Clinical Policy Bulletins (CPBs), which are based on peer-reviewed published medical literature.
- Centers for Medicare & Medicaid Services (CMS) National Coverage Determinations and Local Coverage Determinations.
- Aetna Level of Care Assessment Tool<sup>SM</sup> (LOCAT) for behavioral health care.
- American Society of Addiction Medicine Patient Placement Criteria for the Treatment of Substance-Related Disorders (ASAM PPC-2R).
- Texas Commission on Alcohol and Drug Abuse (TCADA) regulations used in place of ASAM for Texas members.
- Applied Behavioral Analysis (ABA) Guidelines for the treatment of Autism Spectrum Disorders (PDF)

**Vendors used**  
In some cases, Aetna delegates utilization review of certain services including radiology and physiotherapy, occupational therapy, to outside vendors. Refer to the following vendor websites for a description or copy of the applicable clinical criteria:

- CareCore National
- MedSolutions
- Optum

### Related Links

- [Practitioner](#)
- [Concurrent Review](#)
- [Retrospective Review](#)
- [Level of Care Assessment Tool](#)
- [Aetna Benefits Products quick guide](#) PDF



**Tools for Health Care Professionals**

- Manage Claims
- Find a Doctor or Hospital
- Find a Document or Form
- Search Drug Formulary
- Contact Aetna
- [Tools & Educational Material](#)

- [Find the Answer](#)
- [Policies & Guidelines](#)
- [Policy Bulletins](#)
- [Determining Coverage](#)
- [Medicare Information](#)
- [Dispute & Appeal Process](#)
- [6094 \(CD-10 and NPI\)](#)
- [Pharmacy & Administration](#)
- [Drug Formulary](#)
- [Aetna Pharmacy Management](#)
- [Prescription & Formulary](#)
- [News for Providers](#)
- [Training & Education](#)
- [Quality Measurement](#)
- [Secure Site Log In](#)
- [Medical Professionals Log In](#)
- [Behavioral Health Professionals Log In](#)
- [Dental Professionals Log In](#)
- [Pharmacy Professionals Log In](#)
- [Why Register?](#)

[Email](#) | [BookmarkShare](#)

**Aetna.com**

- > Site Map
- > Frequently Asked Questions
- > Glossary
- > Member Services
- > Member Guidelines
- > Legal Notices
- > Web Privacy Statement

**About Us**

- > Investor Information
- > Careers
- > Press Center
- > Contact Us
- > Health Care Reform
- > Health & Wellness

**Tools for Health Care Professionals**

- > Manage Claims
- > Find a Doctor or Hospital
- > Find a Document or Form
- > Search Drugs Formulary
- > Contact Aetna
- > Tools & Educational Material

**Plans and Services**

- > Buy Health Insurance
- > Buy Dental Insurance
- > Federal Employees
- > Medicare Insurance
- > All Plans & Services
- > Log In / Register

**FEEDBACK**