



AETNA BETTER HEALTH® d/b/a Aetna Better Health of Illinois Policy

Policy Name: Never Events	Page: 1 of 2
Department: Medical Policy & Program Solutions	
Subsection:	Effective Date: 12/01/2020
Applies to: Aetna Better Health of Illinois	

PURPOSE: Per Aetna Better Health of Illinois Policy, which is based on CMS guidelines, modifiers exist to indicate that a surgical service was performed on the wrong body part, wrong patient, or wrong procedure, or that a service is related to one of these Never Events. These 'never events' are not reimbursed.

STATEMENT OF OBJECTIVE/OVERVIEW:

We do not pay for a procedure that is determined to be an error.

We consider the three events listed in the table below Never Events. Facilities must send us a claim and waive all costs related to these events. Facilities may not bill our member for these events.

	Never Events
1	Surgery or other invasive procedure performed on the wrong patient
2	Surgery or other invasive procedure performed on the wrong site
3	Wrong surgical or other invasive procedure perform on a patient

Physicians must use the following modifiers to identify services related to Never Events:

Modifier	Definition
PA	Surgery wrong body part
PB	Surgery wrong patient
PC	Wrong surgery on patient

DEFINITIONS:

Never Events	A surgical or invasive procedure is considered a Never Event if the procedure is not consistent with the documented informed consent of the member.
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LEGAL/CONTRACT REFERENCE:

Review/Revision History	