

# Gender Affirming Surgery Precertification Information Request Form

**Applies to:**

**Aetna plans**

**Innovation Health® plans**

**Health benefits and health insurance plans offered, underwritten, and/or administered by the following:**

**Allina Health and Aetna Health Insurance Company (Allina Health | Aetna)**

**Banner Health and Aetna Health Insurance Company and/or Banner Health and Aetna Health Plan Inc. (Banner | Aetna)**



Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services on behalf of its affiliates.

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## About this form

**Do not use this form to initiate a precertification request.** To initiate a request, submit electronically on Availity or call our Precertification Department. Submit your medical records to support the request with your electronic submission.

We've made it easy for you to authorize services and submit any requested clinical information. Just use our provider portal on Availity®. Register today at [Availity.com/aetnaproviders](https://www.availity.com/aetnaproviders). Once your account is ready, you can start submitting authorization requests right away.

- For additional information on Availity, go to <https://www.aetna.com/health-care-professionals/resource-center/availity.html>

## Requesting authorizations on Availity is a simple two-step process

Here's how it works:

1. Submit your initial request on Availity with the Authorization (Precertification) Add transaction.
2. Then complete a short questionnaire, if asked, to give us more clinical information.
  - If you receive a pended response, then complete this form and attach it to the case electronically.

**This form will help you supply the right information with your precertification request. Typed responses are preferred. Failure to complete this form and submit all medical records we are requesting may result in the delay of review or denial of coverage.**

## How to fill out this form

As the patient's attending physician, you must complete all sections of the form. You can use this form with all Aetna health plans, including Aetna's Medicare Advantage plans. You can also use this form with health plans for which Aetna provides certain management services.

## When you're done

Once you've filled out the form, submit it and all requested medical documentation to our Precertification Department by:

- If your request was submitted via telephone, you can either:
  - Access our provider portal via Availity; enter the Reference number provided and attach this form and all requested medical documentation to the case or
  - Send your information by confidential fax to:
    - **Precertification**- Commercial and Medicare using FaxHub: **1-833-596-0339**
    - The fax number above (FaxHub) is for clinical information only. Please send specific information that supports your medical necessity review. Please continue to send all other information (claims, etc.) to appropriate fax numbers.
  - If you do not have fax or electronic means to submit clinical:
    - Mail your information to: **PO Box 14079**  
**Lexington, KY 40512-4079**  
(Please note mailing will add to the review response time)

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## What happens next?

Once we receive the requested documentation, we'll perform a clinical review. Then we'll make a coverage determination and let you know our decision. Your administrative reference number will be on the electronic precertification response.

## How we make coverage determinations

If you request precertification for a Medicare Advantage member, we use CMS benefit policies, including national coverage determinations (NCD) and local coverage determinations (LCD) when available, to make our coverage determinations. If there isn't an available NCD or LCD to review, then we'll use the Clinical Policy Bulletin referenced below to make the determination.

For all other members, we encourage you to review **Clinical Policy Bulletin #615: Gender Affirming Surgery**, before you complete this form.

You can find the Clinical Policy Bulletins and Precertification Lists by visiting the website on the back of the member's ID card.

## Questions?

If you have questions about how to fill out the form or our precertification process, call us at:

- HMO plans: [1-800-624-0756](tel:1-800-624-0756) (TTY: [711](tel:711))
- Traditional plans: [1-888-632-3862](tel:1-888-632-3862) (TTY: [711](tel:711))
- Medicare plans: [1-800-624-0756](tel:1-800-624-0756) (TTY: [711](tel:711))

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Section 1: Member Demographics		
If submitting request electronically, complete member name, ID and reference number only.		
Member name:	Reference number (required):	
Member ID:	Member date of birth:	
Member Phone Number:	Member Address:	
Member: <input type="checkbox"/> Assigned female at birth <input type="checkbox"/> Assigned male at birth		
Section 2: Provider Information		
Name:	NPI:	Billing TIN:
Phone number:     -     -	Fax number: 1-     -     -	
Address:		
Is provider participating? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Section 3: Facility Information		
Name:	NPI:	TIN:
Phone number:     -     -	Fax number: 1-     -     -	
Address:		
Is facility participating? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Section 4: Assistant/Co-Surgeon Provider Information		
Name:	NPI:	TIN:
Phone number:     -     -	Fax number: 1-     -     -	
Address:		
Is provider participating? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is provider assistant surgeon? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is provider co-surgeon? <input type="checkbox"/> Yes <input type="checkbox"/> No
Section 5: Place of Service		
Will the procedure be performed: <input type="checkbox"/> Inpatient; <input type="checkbox"/> Outpatient; <b>Complete Section 9 if request is outpatient</b>		Bed Days Requested:

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<b>Member name:</b>	
<b>Member ID:</b>	<b>Reference Number:</b>
<b>Section 6: Required Documentation – Submit the following documentation with this form</b> <b>Omitting required documentation may delay our decision</b>	
<b>Office notes related to the member's condition.</b> <i>The notes should include a description of the proposed treatment and hormone therapy and duration, if applicable.</i>	
<b>Signed Behavioral referral letter from a qualified mental health professional.</b>	
The letter must be signed and <u>document</u> :	
<input type="checkbox"/> The transgender/gender diverse individual's readiness for physical treatment, and	
<input type="checkbox"/> Marked and sustained gender dysphoria, and	
<input type="checkbox"/> Other possible causes of apparent gender incongruence have been excluded, and	
<input type="checkbox"/> Mental and physical health conditions that could negatively impact the outcome of gender-affirming medical treatments are assessed, with risks and benefits discussed, and	
<input type="checkbox"/> Capacity to consent for the requested gender affirming surgery	
<b>Section 7: Services – Select from the list below</b>	
<b><i>This is not an approval.</i></b> Your request requires clinical review and a decision is pending.	
<b>Scheduled Procedure Date:</b>	
<b>Services Requested:</b>	
<input type="checkbox"/> <b>Genital Reconstruction</b> ( <i>vaginectomy, urethroplasty, metoidioplasty, phalloplasty, scrotoplasty, placement of a testicular prosthesis and erectile prosthesis, penectomy, vaginoplasty, labiaplasty, and/or clitoroplasty</i> )	
<input type="checkbox"/> <b>Gonadectomy</b> ( <i>hysterectomy, oophorectomy or orchiectomy</i> )	
<input type="checkbox"/> <b>Hair Removal</b> ( <i>electrolysis or laser</i> ) at surgical or graft site	
<input type="checkbox"/> <b>Top Surgery</b> ( <i>breast removal or augmentation</i> )	
<b>Write in any services requested that are not listed above:</b>	



# Gender Affirming Surgery Precertification Information Request Form

<b>Member name:</b>
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<b>Member ID:</b>	<b>Reference Number:</b>
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<b>Section 9: Site of Service Information</b>
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If procedure to be performed outpatient indicate the setting:

- Outpatient hospital
- Ambulatory Surgical Center (free standing)
- Office

If request is for *outpatient hospital* check any/all that apply:

- Less than 12 years of age
- American Society of Anesthesiologists (ASA) Physical Status classification III or higher
- Danger of airway compromise
- Morbid obesity (BMI > 35 with comorbidities or BMI > 40)
- Pregnant
- Advanced liver disease
- Poorly controlled diabetes (hemoglobin A1C > 7)
- End stage renal disease (ESRD) with hyperkalemia  or undergoing dialysis
- Active substance use related disorders (Includes alcohol dependence and/or current use of high dose opioids).

High risk cardiac status:

- |  |  |
|--|--|
| <input type="checkbox"/> Myocardial infarction in last 90 days           | <input type="checkbox"/> Ongoing symptoms from previous MI |
| <input type="checkbox"/> Significant heart valve disease                 | <input type="checkbox"/> Symptomatic cardiac arrhythmia    |
| <input type="checkbox"/> Hypertension resistant to 3 or more medications |  |
| <input type="checkbox"/> Uncompensated chronic heart failure             |  |

Coronary artery disease (CAD) or peripheral vascular disease (PVD) with:

- |  |  |
|--|--|
| <input type="checkbox"/> Ongoing ischemia or recent MI/angioplasty PCI | <input type="checkbox"/> Drug Eluting Stent (DES) Bare Metal Stent placed in last year |
| <input type="checkbox"/> Angioplasty in last 90 days                   | <input type="checkbox"/> Current use of Aspirin or prescription anticoagulants         |

Comorbid neurological or neuromuscular condition

- |   |  |
|---|--|
| <input type="checkbox"/> Stroke/cerebrovascular accident (CVA)                                  | <input type="checkbox"/> Mini stroke/transient ischemic attack (TIA) |
| <input type="checkbox"/> Uncontrolled epilepsy  | <input type="checkbox"/> Cerebral palsy                              |
| <input type="checkbox"/> Multiple Sclerosis   | <input type="checkbox"/> Amyotrophic lateral sclerosis               |
| <input type="checkbox"/> Traumatic brain injury with significant cognitive or behavioral issues |  |
| <input type="checkbox"/> Muscular dystrophy   |  |

Respiratory conditions:

- Moderate to severe obstructive sleep apnea

Unstable respiratory status:

- Poorly controlled asthma (FEV1 < 80% despite medical management)
- COPD or
- Ventilator dependent patient

*Continued*

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**Member name:**

<b>Member ID:</b>	<b>Reference Number:</b>
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**Section 9, continued: Site of Service Information**

Bleeding or clotting disorders or conditions:

- Requiring replacement factor, blood products or special infusion products to correct a coagulation defect
- Thrombocytopenia (platelet <100,000/microL)       Anticipated need for blood or blood product transfusion
- Sickle cell disease       History of Disseminated Intravascular Coagulation (DIC)
- Personal or family history of complication of anesthesia
- History of solid organ transplant requiring anti-rejection medication(s)
- Other unstable or severe systemic diseases, intellectual disabilities or mental health conditions that would be best managed in an outpatient hospital setting
- This will be a prolonged surgery (>3 hrs.)

Do any of the following apply when procedure(s) to be performed at **outpatient hospital setting**:

- The required operative equipment is not available at a participating free-standing ambulatory surgical center or office based surgical center

List specific equipment not available:

- There are no participating general or specialty free-standing ambulatory surgical centers or office based surgical centers that allow procedure(s) planned

**Section 10: Read this important information**

Any person who knowingly files a request for authorization of coverage of a medical procedure or service with the intent to injure, defraud or deceive any insurance company by providing materially false information or conceals material information for the purpose of misleading, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.

**Section 11: Sign the form**

**Just remember: You can't use this form to initiate a precertification request.** To initiate a request, you have to call our Precertification Department. Or you can submit your request electronically.

**Signature of person completing form:**

**Date:**      /      /

**Contact name of office personnel to call with questions:**  
**Telephone number:** 1-      -      -