



Aetna Better Health® of Illinois Policy

Policy Name:	New Patient Visit Frequency	Page:	1 of 1
Department:	Medical Policy & Program Solutions	Policy Number:	XXXX.XX
Subsection:		Effective Date:	12/01/2020
Applies to:	■ Medicaid Health Plan		

PURPOSE:

Per Aetna Better Health of Illinois Policy, which is based on AMA/CPT and CMS guidelines, a new patient is one who has not received any professional services from the physician or another physician of the same specialty and subspecialty who belongs to the same group practice, within the past three years.

STATEMENT OF OBJECTIVE:

A new patient visit occurs when a patient has not seen the same physician or another physician of the same specialty or subspecialty who belongs to the same group practice within the last three years.

DEFINITIONS:

New Patient	Medicaid defines the phrase “new patient” to mean a patient who has not received any professional services, i.e., E&M service or other face to-face service (e.g., surgical procedure) from the physician or physician group practice (same physician specialty) within the previous three (3) years.
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LEGAL/CONTRACT REFERENCE:

N/A

Aetna Better Health

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Review/Revision History	
Reviewed	08/2025