

Cerumen Removal

Also known as	1. Earwax Removal				
Description	The removal of earwax that has become tightly packed in the outer ear, causing the external canal to become blocked. The clinician washes out the ear using a solution or may remove the earwax with a vacuum or curette (small scoop-shaped surgical instrument).				
Table of Contents	<p>The following topics are included in this document:</p> <ul style="list-style-type: none">CommercialGovernment ProgramsIndividual and Family Business (IFB)				
Document history	<p>The document history for the past 12 months is outlined below.</p> <table><tr><th>Date</th><th>Description</th></tr><tr><td>1.17.24</td><td>Updated to new template.</td></tr></table>	Date	Description	1.17.24	Updated to new template.
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Commercial

Introduction	<p>This section applies to all Commercial brands: Dean Health Plan (DHP), Mayo Medical Plan (MMP), Medica (including MHPS), and Prevea360.</p>				
Benefits (all except MMP)	<p>Quote surgical benefits. Include physician, hospital, and anesthesia benefits.</p> <ul style="list-style-type: none">• Clinic POS: Also quote office visit benefits when done in the clinic.• Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.				
Mayo Medical Plan (MMP)	<p>Quote surgical benefits. Include physician, hospital, and anesthesia benefits.</p> <ul style="list-style-type: none">• Clinic POS: Also quote office visit benefits when done in the clinic.				
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Government Programs

Introduction	This section applies to all Medicaid and Medicare products.				
AccessAbility (SNBC), Minnesota Senior Care Plus (MSC+)	<p>Medicaid only groups:</p> <ul style="list-style-type: none">Refer to Medicaid below. <p>Medicare eligible groups:</p> <ul style="list-style-type: none">Quote outpatient surgical or inpatient hospital benefits.Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.Follows Medicare guidelines.Medicare is the primary payer.If no Medicare eligibility, Medicaid applies. Refer to Medicaid below.				
AccessAbility Enhanced (I-SNBC), DUAL (MSHO)	<p>Quote outpatient surgical or inpatient hospital benefits.</p> <ul style="list-style-type: none">Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.Medica is the only payer.				
Cost (Prime)	<p>Quote outpatient surgical or inpatient hospital benefits.</p> <ul style="list-style-type: none">Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.Follows Medicare guidelines.				
Med Advantage	<p>Quote outpatient surgical or inpatient hospital benefits.</p> <ul style="list-style-type: none">Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.Follows Medicare guidelines.Medica is the only payer.				
Med Supp (Select, Signature)	<p>Quote outpatient surgical or inpatient hospital benefits.</p> <ul style="list-style-type: none">Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.Follows Medicare guidelines.Medicare supplement.Medicare is the primary payer.				
Medicaid	<p>Quote surgical benefits. Quote physician, hospital, and anesthesia benefits.</p> <ul style="list-style-type: none">Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.				
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Individual and Family Business (IFB)

Introduction	<p>This section applies to all Individual and Family Business (IFB) brands: Dean Health Plan (DHP), Medica, Medica (formerly WellFirst), and Prevea360.</p>				
Benefits	<p>Quote surgical benefits. Include physician, hospital, and anesthesia benefits.</p> <ul style="list-style-type: none">• Clinic POS: Also quote office visit benefits when done in the clinic.• Note: The American Medical Association (AMA) determines which codes are surgical in nature. Use the Surgical Services Scripting for help explaining this to the member.				
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