



A. Subject
Impacted Cerumen Removal

B. Background

Cerumen or ear wax is a normal substance that cleans, protects, and lubricates the ear canal. The cerumen can block the ear canal causing symptoms such as pain, hearing loss, fullness, itching, and tinnitus. Methods to remove the cerumen include irrigation, manual removal with instrumentation, and cerumenolytic agents.

C. Definitions

- **Cerumen Impaction** An accumulation of cerumen that is associated with symptoms and/or prevents a necessary ear examination.

D. Policy

I. No prior authorization is required.

II. Impacted cerumen removal is medically necessary when performed by a physician or other qualified health care professional such as a nurse practitioner, a physician assistant or a clinical nurse specialist in the following circumstances:

A. An accumulation of cerumen is seen on otoscopy and

1. Is associated with symptoms;

2. Prevents ability to manage or evaluate other signs, symptoms, or conditions;
or

3. Impedes ability to perform a medically necessary audiometry.

III. It is not recommended to routinely treat cerumen when members are asymptomatic and ears can be adequately examined.

IV. Documentation must include the following as applicable:

A. Degree of cerumen impaction

B. Method of removal

C. Instrumentation used

D. Resolution of impaction

E. Additional treatment provided

F. Referrals

G. Name and professional credentials of provider

E. Conditions of Coverage

F. Related Policies/Rules



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