

December 2021

OVERVIEW:

Effective 1/31/2022, Aetna Better Health of Louisiana (ABHLA) will adopt new forms for Physical Health and Behavioral Health prior authorizations.

These new forms will be made available prior to 1/31/2022 on both the ABHLA website at <https://www.aetnabetterhealth.com/louisiana/providers/materials-forms.html> and in the ABHLA Payer Space on the Availity Portal at <https://apps.availity.com/public/apps/home/#/>.

Please see below for a preview of each new prior authorization form.

Preview of New Physical Health Prior Authorization Form



PHYSICAL HEALTH STANDARD PRIOR AUTHORIZATION REQUEST

FORM FAX TO: 844-227-9205 TELEPHONE: 855-242-0802

AETNA BETTER HEALTH OF LOUISIANA
2400 VETERANS MEMORIAL BLVD, STE 200
KENNER, LA 70062
TELEPHONE NUMBER: 855-242-0802
TTY: 855-242-0802, 711

DATE OF REQUEST: (MM/DD/YYYY)

TYPE OF REQUEST: INPATIENT OUTPATIENT IN OFFICE

URGENT – WHEN A NON-URGENT PRIOR AUTHORIZATION REQUEST COULD SERIOUSLY JEOPARDIZE THE LIFE OR HEALTH OF A MEMBER, THE MEMBER'S ABILITY TO ATTAIN, MAINTAIN, OR REGAIN MAXIMUM FUNCTION OR THAT A DELAY IN TREATMENT WOULD SUBJECT THE MEMBER TO SEVERE PAIN THAT COULD NOT BE ADEQUATELY MANAGED WITHOUT THE CARE/SERVICE REQUESTED. URGENT REQUESTS WILL BE PROCESSED WITHIN 72 HOURS.

NON-URGENT STANDARD – ROUTINE SERVICES PROCESSED WITHIN 14 BUSINESS DAYS.

VISIT OUR PROPAT SEARCH TOOL TO DETERMINE IF A SERVICE REQUIRES PA (Insert web address here).
A DETERMINATION WILL BE COMMUNICATED TO THE REQUESTING PROVIDER.

MEMBER INFORMATION		
1. LAST NAME:	2. FIRST NAME:	3. MI:

Preview of New Behavioral Health Prior Authorization Form

BEHAVIORAL HEALTH PRIOR AUTHORIZATION REQUEST

Aetna Better Health of Louisiana
2400 Veterans Memorial Blvd, Ste 200
Kenner, LA 70062
Telephone Number: 855-242-0802
Fax Number: 844-634-1109
TTY: 855-242-0802, 711


Date of Request: MMDDYYYY

SERVICE TYPE: PSYCHOLOGICAL / NEUROPSYCHOLOGICAL APPLIED BEHAVIOR ANALYSIS (ABA)

ELECTROCONVULSIVE THERAPY (ECT)/ TRANSCRANIAL MAGNETIC STIMULATION (TMS)

OUTPATIENT TREATMENT REQUEST (OTR)

URGENT – When a non-urgent prior authorization request could seriously jeopardize the life or health of a member. The member's ability to attain, maintain, or regain maximum function or that a delay in treatment would subject the member to severe pain that could not be adequately managed without the care/service requested. Urgent requests will be processed within 72 hours.

NON - URGENT STANDARD – Routine services processed within 14 business days.

Visit our ProPAT search tool to determine if a service requested requires PA (insert web address).
A determination will be communication to the requesting provider.

COMPLETE SECTIONS 1-3 IN THEIR ENTIRETY.

SECTION 1 - MEMBER INFORMATION

Providers can use the new Prior Authorization forms as soon as they become available on the ABHLA website and portal, as the forms will be accepted prior to the 1/31/2022 effective date.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.

A Reminder about the Medicaid Provider Enrollment Portal:

Don't delay in registering and submitting an enrollment application through the Louisiana Medicaid Provider Enrollment portal. Any existing Medicaid provider that does not complete the enrollment and screening process through the portal by March 31, 2022, will risk claim denials and disruption in patient care. Medicaid Provider Enrollment Portal assistance is available Monday through Friday 8:00 am – 5:00 pm. Please contact (833) 641-2140 for assistance.