



COVID-19 Communications Update (effective May 7, 2020): Changes in Prior Authorization/Precertification and Admissions Protocols for Aetna Better Health of Michigan

Please check back often for any new updates to this important information

Original notification: March 27, 2020

Last update: April 14, 2020

As many states recommence elective services, Aetna Better Health of Michigan is resuming our standard prior authorization protocols for inpatient admissions effective May 7, 2020.

Standard Authorization Process

Aetna Better Health of Michigan reminds providers that:

- Acute hospitals are required to notify us within 24 hours of the admission and submit clinical information for medical necessity determinations.
- We will continue to waive the three-day prior hospitalization requirement for skilled nursing facility stays as part of our normal course of business.

Post-Acute Waiver

Aetna Better Health of Michigan will continue its previously announced temporary waiver for initial precertification/prior authorization for admissions from acute care hospitals to post-acute facilities, in accordance with AHIP guidance.

Previously announced waivers for precertification/prior authorization for admissions can be found on Aetna Better Health of Michigan's provider portal.

Regulations regarding post-acute care precertification and admissions protocols for Aetna Medicaid members vary by state and, in some cases, may change in light of the current situation. Providers are encouraged to call their provider services representative for additional information.