



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

Please check back for any new updates to this important information

Original notification: March 25, 2020

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

Standard Authorization Process

Aetna Better Health 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.
- Our current policy for Home Health does not require precertification. Aetna plans to continue that process for contracted providers. Refer to Aetna websites for our contracted Home Agencies.

Post-Acute Waiver

Aetna Better Health 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 website.

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.