

## Aetna Better Health® of Kansas

# COVID-19 Communications Update: *Temporary* Changes in Prior Authorization/Precertification and Admissions Protocols

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

We understand health care systems are experiencing increased demand and urgency due to the unusual circumstances created by the COVID19 outbreak. For this reason, Aetna Better Health of Kansas, a CVS Health company, is adopting measures that will reduce the administrative burden for physicians and facilities to help members access care.

**For a period of 30 days, starting 3/25/2020, Aetna will temporarily institute the following:**

### **Post-Acute Care**

- Initial Pre-Certification/Prior Authorization for admission to Post-Acute care facilities (including skilled nursing and extended acute rehabilitation, as applicable) are **waived** for all Aetna Better Health of Kansas members.
- The Post-Acute care facilities will be required to **notify** Aetna Better Health of Kansas of the admission within 24 hours by calling us directly at **1-855-221-5656 (TTY: 711)** (refer to back of members ID Card for correct phone number).
- The Post-Acute Facility would also be required to send medical records for concurrent review within three (3) days of the initial admit. Medical records can be sent to Aetna Better Health of Kansas by fax at **1-855-225-4113**. Please include patient name and Member ID# on cover sheet.
- We will require:
  - Hospital history and last 2 to 3 days progress notes
  - Any information that demonstrates a need for Post-Acute care
  - Anticipated Discharge Plan with estimated length of stay

- In addition, we will continue to waive the three-day prior hospitalization requirement for skilled nursing facility stays as part of our normal course of business.
- On April 24, 2020, we will reevaluate the need for continued changes.

### **Long-Term Acute Care Hospital Admissions**

- Pre-Certification/Prior Authorization for admission to a Long-Term Acute Care Hospital are **waived** for all Aetna Better Health of Kansas members.
- The Long-Term Acute Care Hospital will be required to **notify** Aetna Better Health of Kansas of the admission within 24 hours by phone at **1-855-221-5656 (TTY: 711)**(refer to back of members' ID Cards for correct phone number).
- Aetna Better Health of Kansas will review these claims at the time the claim is submitted.

*Please note: Regulations regarding post-acute care precertification and admissions protocols for Aetna Medicaid members varies 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.*

### **Questions?**

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: **Providerexperience\_KS@aetna.com**