



## Aetna Better Health<sup>®</sup> of Louisiana

### Prior Authorization Information for Medical Services (Except Drugs)

Aetna Better Health<sup>®</sup> of Louisiana wants to help you get care without long waits. We have a report on our website that shows:

- Which medical services need approval first
- How many were approved or denied last year

We share this to help you understand how things work.

If you have questions, call 1-855-242-0802 (TTY: 711).

We try to make things easier for you and your doctors. We are working to have fewer services that need approval. This helps you get care faster.

**Reporting Period: January 1, 2025, to December 31, 2025**

**These are the medical items and services for which we  
require prior authorization (excluding drugs)**



To review the prior authorization list, click here: [Aetna Better Health of Louisiana prior authorization request search tool](#)

Prior to January 1, 2026, Medicaid payers are required to send prior authorization decisions within the following timeframes:

- For Medicaid managed care plans and CHIP managed care entities, 72 hours for **expedited requests** (urgent) and 14 calendar days for **standard requests** (non-urgent)

Beginning January 1, 2026, the CMS Interoperability and Prior Authorization [final rule](#) requires Medicaid managed care plans to send prior authorization decisions within:

- 72 hours for **expedited requests** (urgent)
- 7 calendar days for **standard requests** (non-urgent)



## Aetna Better Health<sup>®</sup> of Louisiana

### Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	67,439	79,506	84.82%
Request denied	12,067	79,506	15.18%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	58	102	56.86%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	164	556	29.49%

### Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	1,596	2,062	77.40%
Request denied	466	2,062	22.60%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	28	42	66.67%



## Aetna Better Health<sup>®</sup> of Louisiana

### Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests	2.29 days	2.0 days
Expedited (urgent) Prior Authorization Requests	0.96 days	1.0 days