

## FAX

To: All Aetna Better Health of Louisiana Providers  
Date: November 9, 2016

### Reminder: Prior Authorizations including retro-eligible reviews

Aetna Better Health of Louisiana (ABHLA) requires prior authorization for select, acute outpatient services and planned hospital admissions. Prior authorization is not required for emergency services. A current list of the services that require authorization is available via the provider secure web portal. This list is consistently evaluated for updates.

**Note:** this PA list for providers on the portal is compared with the current LA Medicaid benefit grid to complete authorization requests.

#### Behavioral Health

You may FAX your behavioral health prior authorization requests, assessments and LOCUS summaries to us at **1-844-634-1109**.

#### Physical Health

You may FAX your physical health authorization request to **1-844-227-9205**.

#### Retrospective review requests

You may submit retrospective review requests for services requiring authorization on members that are retro actively eligible to **1-844-227-9205**.

Claims for retro members (members who are made retroactively eligible with Aetna Better Health of Louisiana) can be submitted through your normal claims submission process.

For questions, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and selecting **option 2** then **option 6**.

Thank you,  
Aetna Better Health of Louisiana

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