

April 9, 2020

## **Prior Authorization Changes During COVID-19 Effective April 9**

Effective April 9, 2020 we are changing the authorization requirements for certain services. These changes apply to Aetna Better Health of Pennsylvania and Aetna Better Health Kids providers and members. This guidance applies to in-network and out-of-network services. Beginning with dates of service on or after April 9, 2020 the authorization requirements listed in the notice link below are applicable for **all** diagnoses during Governor Wolf's COVID-19 emergency disaster declaration.

Additionally, the change of prior authorization is not applicable to items and services reviewed through the program exception process. Items and services requiring a program exception will continue to require authorization.

While the authorization requirements will be suspended for claim payment purposes as specified in the notice link below, services will be subject to a retrospective review for medical necessity. The retrospective review applies to claims paid by Aetna Better Health of Pennsylvania and Aetna Better Health Kids.

Again, this guidance will be in place while a valid disaster declaration authorized by Governor Wolf for the COVID-19 virus remains in effect.

[\*\*View the entire DHS guidance about this Prior Authorization change.\*\*](#)

If you have any questions about Prior Authorizations or any COVID-19 related topic, please call provider services at 1-866-638-1232.