

CHANGES to PEER-TO-PEER PROCESS
Aetna Better Health of Texas Concurrent Review

The change in this process becomes effective Monday, December 7th.

Background: In the past, our Medical Management team would notify providers who requested an authorization for an inpatient admission, if we intended to deny the request. We would allow four hours to contact us with additional information for possible reconsideration. During this timeframe, if we receive no response from the provider(s), the request would be denied.

Action: After additional review of this process we will continue to allow a reasonable amount of time for the provider to respond prior to issuing an adverse determination.. If you receive notification that a case is under review and you would like to discuss the case with our Medical Director, please call 844.373.2096.

Please be able to provide the following:

- Name of person/physician our Medical Director should contact to discuss the request
- Contact number
- Two convenient timeframes for a return call
- Authorization/reference number for the case
- Member's name, Date of birth (DOB), AND Aetna id number

Our Medical Director will make every effort to return the call within one business day.

Please note, if the notification you receive indicates the case was denied, you may contact us within two business days of receipt of the notification to set-up a peer-to-peer review for possible reconsideration. After two business days, the case will need to follow the Appeals process outlines in the denial notification letter received.