

Aetna Better Health® of Virginia

9881 Mayland Drive
Richmond, VA 23233



AETNA BETTER HEALTH® OF VIRGINIA

Notice: New Prior Authorization Form Available Soon

Dear Aetna Better Health of Virginia Providers,

This fax is to serve as a notice that we will be updating our prior authorization process. We are standardizing our current *Prior Authorization Form* so that certain aspects of the process can now be automated. This will ensure a faster, more efficient prior authorization approval process.

We estimate that this new form will be available between November 2021 and December 2021. To comply with this new process, providers must begin filling out the new form and removing the old form from service when the new form is available.

The form that must be filled out to submit a prior authorization request will be changing. The fax number for the prior authorization process will remain the same. The form will still be located in the same section of our website, our *Document Library*, which can be accessed at **[AetnaBetterHealth.com/Virginia/providers/library](https://www.aetna.com/virginia/providers/library)**.

We appreciate your commitment to our members and their health care needs. If you have any questions, please call Utilization Management at **1-800-279-1878** (Medallion 4.0/FAMIS) or **1-855-652-8249** (CCC Plus).

Utilization Management
Aetna Better Health of Virginia