



AETNA BETTER HEALTH® OF VIRGINIA

Notice Regarding Waiver Service Authorization

June 11, 2020

Dear Provider,

This communication is to notify you of upcoming changes to Aetna Better Health of Virginia timeframes and requirements for authorization of personal, respite care, and companion services provided to members. **Please note these changes will go into effect on May 15, 2020.**

This change was made in coordination with the Virginia Department of Medical Assistance Services (DMAS) to best serve our members and facilitate clear communication with providers regarding service authorizations for waiver services.

Currently the following items are required:

- UAI for new members
- Revised 98R
- DMAS 99
- DMAS 97 A/B
- DMAS 100 for Supervision
- DMAS 99C for annual reassessment

The **four additional elements** that must be included are:

- DMAS 96 for new members
- DMAS 99 completed within the past 90 days
- Verification of employment dated within the past 365 days for Supervision
- A schedule may be requested for Supervision

The following timeframes will be in effect as of May 15, 2020:

- Providers should submit authorization requests no sooner than 30 days prior to the current authorization end date.
- Authorization requests must be submitted no later than 10 days from the date of Provider assessment indicated on DMAS 99.
- If a request is submitted greater than 10 days from the date of provider's assessment, Aetna Better Health of Virginia will begin the authorization on the date request was received by the plan.
- Personal care authorizations will be granted for a period of 6 months, or 3 months when medically appropriate based on clinical review.

Any waiver service requested on or after **May 15, 2020**, must be submitted in accordance with these guidelines. Authorization requests submitted incomplete will be denied. **Aetna Better Health of Virginia will no longer renew authorizations without a request as outlined above.**

There are resources to help you prepare for these updates.

- DMAS has a chart for providers titled *How to Do Business with Each Health Plan* on their website: www.dmas.virginia.gov/#/cccplusproviders
- Contact your Aetna Better Health Network Relations Representative about EVV or any concerns. Their contact details are on our website: www.aetnabetterhealth.com/virginia/providers
 - On the left side of the page, select **Resources**, then **Provider Relations**. At the bottom of the right side, select **Network Relations Consultant contact list**.

Sincerely,

Aetna Better Health of Virginia
Medical Management