



AETNA BETTER HEALTH® OF VIRGINIA

Provider Notification — Services Facilitators

February 1, 2020

Aetna Better Health of Virginia will be updating the authorization request process for service facilitation visit codes. Please review new guidelines below:

99509	10 units auto-approved on a rolling calendar year: 365 days (No authorization required)
T1028	2 units auto-approved on a rolling calendar year: 365 days (No authorization required)
S5116	6 units auto-approved on a rolling calendar year: 365 days (No authorization required)
H2000	Maximum allowable unit = 1 lifetime (Authorization required)
S5109	Maximum allowable unit = 1 lifetime (Authorization required)

If additional units are necessary, an authorization request can be faxed to the long-term services and supports authorization request number **1-844-459-6680** for review.

We're here for you

If you have questions about this communication, please contact Samantha Olive-Ghorashi at **959-230-3519** or email **AetnaConsumerDirection@aetna.com**.

Sincerely,

Samantha Olive-Ghorashi, LCSW
Consumer Direction Program Manager