PRIOR AUTHORIZATION INFORMATION FOR SERVICES

Aetna Better Health® of Maryland wants to help you get care without long waits. We have a report on our website that shows:

- Services needing approval first

- How many were approved or denied last year

We share this to help you understand how things work. We try to make things easier for you and your doctors. This helps you get care faster.

For questions, you can call **1-866-827-2710 (TTY: 711).**

Report Time: January 1, 2025, to December 31, 2025

To look at the prior authorization list, click here: Aetna Better Health of Maryland prior authorization search tool ▼

Before January 1, 2026, Medicaid health plans had to send prior authorization decisions by:

- 72 hours for urgent requests
- 14 days for non-urgent requests

After January 1, 2026, the Centers for Medicare and Medicaid Interoperability final rule says Medicaid health plans must send prior authorization decisions by:

- 72 hours for urgent requests
- 7 calendar days for non-urgent requests

Aetna Better Health® of Maryland already follows shorter timeframes:

- 72 hours for urgent requests
- 2 business days for non-urgent requests

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Non-Urgent Prior Authorization Requests

	Number of times this happened	Total requests	Percentage
Approved Requests	12,367	16,105	76.79%
Denied Requests	3,738	16,105	23.21%

	Number of times this happened	Total requests	Percentage
Request approved only after time review was extended	1,372	2,717	50.50%

	Number of times this happened	Total requests	Percentage
Request approved only after appeal	78	428	18.22%

Urgent Prior Authorization Requests

	Number of times this happened	Total requests	Percentage
Approved Requests	1,023	1,473	69.45%
Denied Requests	450	1,473	30.55%

	Number of times this happened	Total requests	Percentage
Request approved only after time review was extended	59	109	54.13%

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Time Between Receiving a Prior Authorization Request and Sending a Decision

	Average Time	Middle Time
Non-Urgent Prior Authorization Requests	1.83 days	1.0 days
Urgent Prior Authorization Requests	1.32 days	1.0 days