



**AETNA BETTER HEALTH® OF OHIO**  
**Prior Authorization List**  
**Effective 1/1/2016**

**Services Requiring Prior Authorization**

Unless there is another phone number listed next to the services below, all prior authorization can be completed by:

- **Fax:** 1-855-734-9389
- **Phone** (Urgent/Expedited Requests): 1-855-364-0974, option 2, option 4
- **Provider Portal:** [www.aetnabetterhealth.com/ohio](http://www.aetnabetterhealth.com/ohio)

Prior Authorization is required for all services performed by an out-of-network provider or a provider who has not signed a contract with Aetna Better Health of Ohio. All providers can review the prior authorization requirements for all services by going to the Provider Portal at [www.aetnabetterhealth.com/ohio/providers/portal](http://www.aetnabetterhealth.com/ohio/providers/portal).

**Urgent or Emergent Services DO NOT REQUIRE PRIOR AUTHORIZATION.** *This list is not all-inclusive. For more information about any of the services listed below, please call 1-855-364-0974, option 2.*

Service	Special Information	Contact
Abortion Services		
Alcohol and Substance Abuse Services	Face-to-face counseling and screening	
Ambulance/Ambulette Transportation (Non-urgent)		1-855-364-0974, option 1 (TTY:711) or Logisticare at 1-866-799-4395 Monday-Friday 8 a.m. to 5 p.m. *Three Day Advanced Notification required
Bariatric Surgery		
Chemotherapy and Radiation		
Chiropractic Services		
Dental Services		Contact DentaQuest: Providers: 1-800-341-8478 Member Services: 1-855-209-3353 <a href="https://govservices.dentaquest.com/Logon.jsp">https://govservices.dentaquest.com/Logon.jsp</a>
Detoxification Services (Inpatient)		
Diagnostic Testing	BRACA Genetic Testing, MRIs, CT Scans, PET Scans, Cardiac imaging and testing.	For specialized imaging, cardiac imaging, and pain management services contact EviCore at 1-800-420-3471 or visit <a href="http://www.evicore.com">www.evicore.com</a>
Drug Trials/Treatment Trials/Experimental and		

Investigational Services		
Durable Medical Equipment and Medical Supplies	Purchase and Rental: Aetna Better Health of Ohio members have an assigned Care Manager who can help them identify any medical equipment they may need.	Providers can use the Provider Portal to look up services to verify prior authorization requirements.
Family Planning (procedures and surgeries to prevent pregnancy)		
Genetic Testing		
Hearing Aids and Supplies		
Home Health Care	An initial evaluation and the first 12 services can be initiated without an authorization after the member has experienced a new healthcare event.	Continuation of services does require prior authorization and should include the initial evaluation and any subsequent evaluations for medical necessity review during the prior authorization process.
Hospice Room and Board in Nursing Facility		
Injectable Medications and Condition Specific Therapies		
Inpatient Mental Health/Physical Health Services		<b>Fax:</b> 1-855-734-9393 (Dedicated Fax <b>Queue:</b> Acute Inpatient/Longterm Acute Care Hospital) <b>Phone:</b> 1-855-364-0974, option 2, option 4
Long-term Acute Care Hospital (LTAC) Admission		<b>Fax:</b> 1-855-734-9393 (Dedicated Fax <b>Queue:</b> Acute Inpatient/Longterm Acute Care Hospital) <b>Phone:</b> 1-855-364-0974, option 2, option 4
Long-term Service and Supports (LTSS)		
Mental Health Services (Including Day Treatment, Intensive Outpatient, Partial Hospitalization, private inpatient or public free standing hospital)		
Nutritional Services (Enteral)		
Office Visits	Wellness or Illness Care by Non-Participating Providers  No prior authorization is required if services received from a Network	For Non-Participating Providers: <b>Fax:</b> 1-855-734-9389 <b>Phone</b> (Urgent Requests): 1-855-364-0974, option 2, option 4

	Provider	
Orthotics/Prosthetics		
Outpatient Services (Including surgery and condition specific procedures)	<p>The ordering provider/facility will obtain the authorization.</p> <p>Including but not limited to: non-routine diabetic services, family planning, hearing services and supplies, nutrition therapy, ostomy supplies, prosthetics, and other supplies</p>	<p><b>Fax:</b> 1-855-734-9389</p> <p><b>Phone</b> (Urgent Requests): 1-855-364-0974, option 2, option 4</p>
Pain Management		
Physical Therapy/Occupational Therapy/Speech Therapy	<p>Initial evaluation and any combination of the first 12 visits can be started prior to authorization after a healthcare event.</p> <p>Continuation of care will require prior authorization and should include the initial and subsequent evaluations</p>	
Rehabilitation Services (Cardiac, Pulmonary, etc.)	Initial Evaluations do not require prior authorization.	
Sleep Studies		
Skilled Nursing Facility Admission		
Transplant Evaluations/Admission		
Transportation:	30 round trips and 60 one-way trips to plan-approved locations – talk to your Aetna Better Health of OH, Care Manager	1-855-364-0974, option 1 (TTY:711) or Logisticare at 1-866-799-4395 Monday-Friday 8 a.m. to 5 p.m. *Three Day Advanced Notification required
Vision	For vision services that require surgeries or procedures to the eye, contact the Aetna Better Health Plan as directed above.	Contact VSP for all non-surgical vision care at 1-800-877-7195 or visit <a href="http://www.vsp.com">www.vsp.com</a>
Weight Management Program	12 weeks, face to face program	Contact your plan Care Manager for assistance in obtaining this service. The prior authorization department does not need to be notified.
Wound Vacuum Equipment and Supplies (outpatient)		

*Aetna Better Health® of Ohio is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.*

*This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook.*

*Limitations and restrictions may apply. For more information, call Aetna Better Health® of Ohio Member Services at **1-855-364-0974** (TTY:711), 24 hours a day, 7 days a week, or read the Aetna Better Health® of Ohio Member Handbook.*

*Benefits may change on January 1 of each year.*

*You can get this information for free in other languages. Call **1-855-364-0974** (TTY:711), 24 hours a day, 7 days a week. The call is free.*

*Puede obtener esta información en otros idiomas de manera gratuita. Llame al **1-855-364-0974** y TTY al 711, 24 horas al día, siete días de la semana. Esta llamada es gratuita.*

*Waxaad macluumaadkaan oo lacag la'aan ah ku heli kartaa luqado kale. Wac **1-855-364-0974** (TTY:711). Wicidda waa lacag la'aan.*