



## **COVID-19 Communications Update: Resumption of Prior Authorization/ Precertification and Admissions Protocols for Aetna Better Health of New Jersey**

June 1, 2020

Governor Murphy's Executive Order No. 145 has permitted the resumption of elective and other surgical procedures. Aetna Better Health of New Jersey (ABH NJ) is resuming standard prior authorization and concurrent review protocols.

### **Acute Care Hospital Admissions**

Acute hospitals are required to notify us within 24 hours of the admission and submit clinical information for medical necessity determinations. To obtain a prior approval please call 1-855-232-3596 and choose the UM prompt to speak to an agent or fax the request to 1-844-797-7601. We will continue to waive the three-day prior hospitalization requirement for skilled nursing facility stays as part of our normal course of business.

### **Post-Acute Care**

All Post-acute admissions require prior authorization approval prior to admission. To obtain a prior approval please call 1-855-232-3596 and choose the UM prompt to speak to an agent or fax the request to 1-844-797-7601. We will continue to waive the three-day prior hospitalization requirement for skilled nursing facility stays as part of our normal course of business.

### **Concurrent Review**

ABH NJ conducts concurrent utilization review on each member admitted to an inpatient facility, including skilled nursing facilities and freestanding specialty hospitals. Concurrent review activities include both admission certification and continued stay review. The review of the member's medical record assesses medical necessity for the admission, and appropriateness of the level of care, using the Milliman Care Guidelines®. Admission certification is conducted within one business day of receiving notification. Continued stay reviews are conducted before the expiration of the assigned length of stay. Providers will be notified of approval or denial of length of stay. Our nurses conduct these reviews. The nurses work with the medical directors in reviewing medical record documentation for hospitalized members.