



Differentiating Between SNF and LTC

Dear Providers:

Michigan's Aetna Better Health Premier (Medicare-Medicaid) plan has received an influx of Skilled Nursing Facility (SNF) authorization requests. Upon further investigation, the authorizations were sent for SNF in error and were actually for a lower level of care for Long Term Care (LTC) facility. When completing the authorization, please ensure it is noting the correct level of care needed.

Authorizations for LTC or for custodial care are reviewed by a different team and with a different set of standards than authorizations for the more intensive SNF services. Having authorizations incorrectly sent for SNF authorization when requesting LTC causes delays in processing.

Authorization forms can be accessed [here](#) or requests can be made through the [Availity Provider Portal](#). If you have any questions or assistance with completing authorization forms, please contact provider services at **1-855-676-5772**

Sincerely,
Aetna Better Health Premier Plan
Provider Services

Expanded Links:

Availity: <https://apps.availity.com/>

Authorization form: https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/michigan/pdf/MI_PA-RQST_508.pdf