

Aetna Better Health® of Kansas

COVID-19 Communications Update: Temporary Changes in Prior Authorization/Precertification and Admissions Protocols for Skilled Nursing Facilities UPDATED

Important: Please check back often for any new updates to this important information

Aetna Better Health of Kansas (ABHKS) understands that health care systems in Kansas are experiencing increased demand and urgency due to the difficult circumstances created by COVID-19. For this reason, ABHKS is applying measures to help members access care and reduce the administrative burden for physicians and facilities.

For the acute care hospitals, ABHKS is temporarily applying the following changes:

Skilled nursing facility admissions from acute hospital

- Initial precertification/prior authorization for admission from acute care hospitals to skilled nursing facilities (SNF) are **waived**
- The SNFs will still be required to **notify** Aetna of admissions within 48 hours.
- The post-acute care facility would also be required to send medical records for concurrent review within three days of the initial admission.

A prior authorization request may be initiated by:

- Submitting the request through the 24/7 Secure Provider Web Portal located on the Aetna Better Health's website at aetnabetterhealth.com/Kansas
- Fax the request form to **1-855-225-4102** (form is available on our website: aetnabetterhealth.com/kansas). Please use a cover sheet with the practice's correct phone and fax numbers to safeguard the protected health information and facilitate processing.
- Through our toll-free number: **1-855-221-5656**

Aetna requires:

- Hospital history and last two to three days of progress notes
- Any information that demonstrates a need for post-acute care
- Anticipated discharge plan with estimated length of stay

- This change **does not apply** to transfer between facilities or level of care changes within a SNF.
- In addition, Aetna will continue to waive the three-day prior hospitalization requirement for skilled nursing facility stays as part of our normal course of business.
- **Long-term acute care hospital admissions (LTACH) and inpatient acute rehabilitation** admissions **still require prior authorization** for admission. If a prior authorization request is not completed, the admission will be reviewed retrospectively at claims submission.
- Temporary changes to reduce prior authorization protocols for SNF admissions are effective from November 16, 2020 through January 11, 2021.

Questions?

If you have general questions about this communication, please contact our Provider Experience department:

By phone: **1-855-221-5656**

By Email: providerexperience_ks@aetna.com