



**Aetna Better Health[®]
of Kentucky**

Date:	May 20, 2025
To:	All Network Providers: Behavioral Health Services
From:	Provider Experience
Subject:	PRIOR AUTHORIZATION CHANGES – BEHAVIORAL HEALTH

Prior Authorization Resumes for Select Behavioral Health Services

We value your partnership and want to ensure you are fully informed about an important change that may impact your practice.

What's Changing?

The **Kentucky General Assembly recently passed House Bill (HB) 695**, which reinstates **utilization management (UM) requirements** for certain behavioral health services. These requirements were temporarily suspended during the COVID-19 public health emergency.

Effective **June 25, 2025**, Aetna Better Health of Kentucky will resume the **prior authorization requirements** that were in place as of **January 2020** for the following services:

- Outpatient behavioral health services
- Inpatient psychiatric admissions

- Psychiatric residential treatment facility (PRTF) admissions
- EPSDT Residential Special Services

When Does This Take Effect?

This change applies to **dates of service on or after June 25, 2025**.

Any claim submitted for a service that requires prior authorization **must have an approved authorization on file**. Claims submitted without the required authorization will be **denied**.

How to Prepare

We want to make this transition as smooth as possible for you. Here are some helpful resources and next steps:

Check Authorization Requirements

- Visit our [ProPAT CPT Code Lookup : Aetna Better Health of Kentucky](#) to confirm which services require approval.
- Review the [Provider Manual 2025](#) for detailed billing and documentation guidance.

Submit Authorizations Easily

- Use the Availity portal <https://apps.availity.com/availity/web/public.elegant.login> to submit and track authorization requests quickly and securely.
- Ensure your staff is familiar with the updated process and timelines.

Join Our Training Sessions

We'll be hosting **live webinars and virtual office hours** to walk through the changes, answer questions, and provide hands-on support. Details will be shared soon via email and posted on our provider website.

Need Help?

- Our Provider Engagement team is here to support you. If you have questions or need assistance, please contact your assigned Network Manager.
- We will be sharing **further details and updates in the coming weeks**, as some elements of this change are still pending final approval and implementation.

We appreciate your attention to this important update and your continued dedication to the health and well-being of our members.