

December 2020

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is expanding the timeframe during which providers can request a peer to peer review on pharmacy prior authorizations.

Previously, providers had two (2) *business days* from the date of denial to request a peer to peer review on the initial pharmacy prior authorizations denials. Effective immediately, providers can now call the Pharmacy Prior Authorization Reviewer on the Peer to Peer request line at 855-242-0802 to request a peer to peer review within five (5) *calendar days* of the denial determination.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.