



Aetna Better Health of Maryland COVID-19 Utilization Management Updates

January 7, 2022

Aetna Better Health of Maryland appreciates the work our hospitals and healthcare providers on the front line do to care for our members.

In our effort to ease the administrative burden and support ongoing quality care to our members, Aetna Better Health of Maryland making several updates related to our utilization management processes for our Aetna Better Health of Maryland members. These changes are **effective immediately** and will remain in effect through the end of the Maryland State of emergency.

Inpatient Acute Stay Authorizations:

No 'prior' authorization will be required for admission to in-network acute facilities however we require notification upon admission. Admissions to out-of-network acute facilities resulting from transfers from one acute care facility to another for purposes of load balancing or capacity management do not require prior authorization however notification upon transfer is requested. For coordination of care purposes, members should be admitted to participating facilities whenever possible. For purposes of claims payment, authorization requirements will be waived for in network admissions occurring while this policy is ineffect. Aetna Better Health of Maryland reserves the right to conduct retrospective reviews for purposes of determining medical necessity

Transfers to Post Acute Care Facilities:

No 'prior' authorization will be required for admission to post-acute facilities. For coordination of care purposes, Aetna Better Health of Maryland requests that members are admitted to participating facilities* whenever possible. Aetna Better



Health of Maryland will honor retrospective requests for medical necessity review and authorization received within 180 days of discharge from the accepting facility. An authorization is still required for claims payment and must be obtained prior to claims submission. Out of network hospitals will need to secure a single case agreement prior to discharge to ensure claims process seamlessly.

Concurrent Inpatient Reviews:

Aetna Better Health of Maryland has suspended the requirement of clinical reviews within 24 hours or the next business day. Facilities are asked to submit concurrent reviews as soon as practical to facilitate assistance with discharge planning and post-acute follow up by our case managers. Clinicals are needed within 60 days of the end of the State of Emergency. We continue to encourage facility discharge planners to reach out to their Aetna Better Health of Maryland management contacts for assistance in discharge planning or post-acute care coordination.

Interhospital Transfers

No 'prior' authorization is required for accepting facility admission, related to interhospital transfers. For coordination of care purposes, members should be admitted to participating facilities whenever possible. Out of network hospitals will need to secure a single case agreement prior to discharge to ensure claims process seamlessly.

Aetna Better Health of Maryland Prior Authorization Guide

The following authorization rules have been developed to minimize the administrative burden of utilization management.



Highlights of current authorization guidelines that remain in effect include:

- 1) No authorization required for DME purchase <\$1000.000/month billed charges or first three months of rentals <\$1000.00/month from a contracted vendor*.
- 2) No authorization required for home Oxygen
- 3) Extend existing prior authorizations during the duration of the public health emergency for O2, CPAP, BiPap, Sleep Apnea equipment
- 4) Waive Durable Medical Equipment Prosthetics, Orthotics, and Supplies (DMEPOS) replacement requirements, including the face-to-face requirement, a new physician's order, and new medical necessity documentation. Suppliers must still include the reason the equipment must be replaced on the claim.

For Aetna Better Health of Maryland related Coronavirus updates, please visit:
<https://www.aetnabetterhealth.com/maryland/providers/index.html> and
<https://www.aetnabetterhealth.com/maryland/index.ht>