

Aetna Better Health[®] of West Virginia

Provider Information for Prior Authorization and Continued Stay

Key Points for Residential Provider Transition

- Aetna is honoring all authorizations in place prior to March 1, 2020 for 90 days
- Review criteria to be used for residential services will be the existing State criteria
 - <https://dhhr.wv.gov/bms/Provider/Documents/Manuals/Chapter%20503%20Licensed%20Behavioral%20Health%20Centers/Chapter%20503%20Appendix%20F%20FinalApproved.pdf>
- Initial and subsequent approval will be for 90 days for Levels I-III and 30 days for Level IV
- Care Connection form will not be an option at this time, requests need to be submitted via phone or fax
 - Prior Authorization Direct Phone Line- 1-844-835-4930;
 - Direct fax line- 1-866-366-7008
- Utilization of Provider Portal to view authorizations and claims
 - <https://medicaid.aetna.com/MWP/login.fcc?TYPE=33554433&REALMOID=06-8b99ae55-7f0b-42c8-bb2c-ad6a6000c7ee&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=fu7vJolaVLRUm8F8c57eMKDW0GJYwyxWvgo6D3jEmT07JFDDMWMiWaTz9KkqdvTB&TARGET=-SM-https%3a%2f%2fmedicaid%2eaetna%2ecom%2fMWP%2flanding%2flogin>
- Court Ordered Treatment prior authorization is required the next business day (standard, not-urgent requests)
- Any new admissions as of March 1, 2020 will need a new authorization to be submitted, as of the next business day (March 2, 2020)
- We created a simplified Prior Authorization form (attached here) for residential treatment requests (to be used starting on March 1st)
- Aetna can send an UM Supervisor to work with residential providers on Aetna criteria and will offer webinars covering these topics
- Care Managers can be located at the facility a couple days per week to meet with members face to face and support ongoing treatment planning



- ProPat- Provider Experience Representatives can meet with providers to get connected

We trust you and your staff will find these instructions helpful. If you have questions regarding these instructions or other matters related to your Aetna Better Health of WV participation feel free to Provider Relations contact number- 888-348-2922 and follow the prompts for provider relations

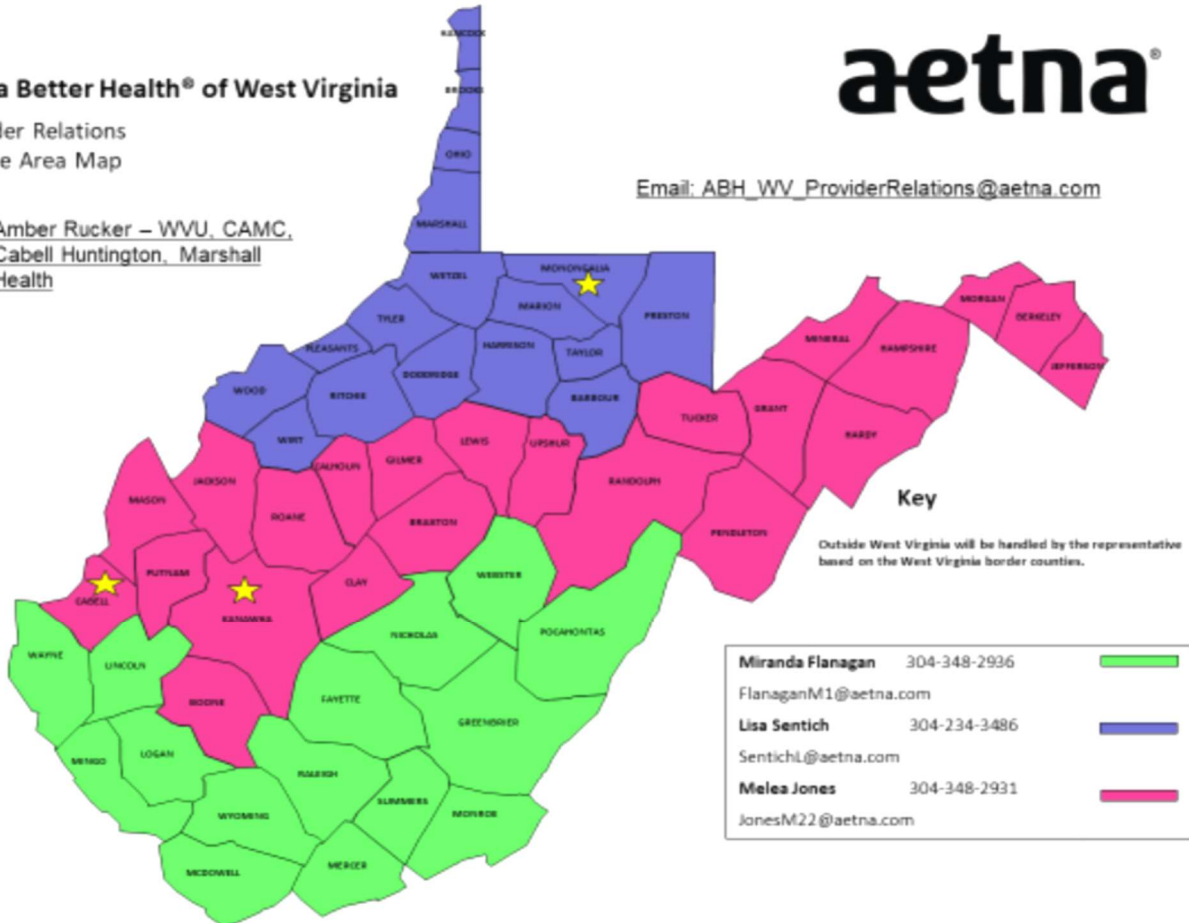
Aetna Better Health® of West Virginia

Provider Relations
Service Area Map



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★ Amber Rucker – WVU, CAMC, Cabell Huntington, Marshall Health



Proprietary

