

**Aetna Better HealthSM Premier Plan
(Medicare-Medicaid)**

3200 Highland Avenue, MC F661
Downers Grove, IL 60515



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Providers,

Aetna is happy to announce our **On-Line Prior Authorization Search Tool (ProPAT)** which allows you access with no log-in: <https://medicaidportal.aetna.com/propat/Default.aspx>

It is important to note that you must indicate the line of business you are searching as well as the CPT code to ensure accurate authorization information.

Aetna requires prior authorization for select acute outpatient services and planned hospital admissions. Prior authorization is not required for emergency services. To request a prior authorization, be sure to:

- Always verify member eligibility prior to providing services.
- Complete the appropriate authorization form (medical or pharmacy).
- Attach supporting documentation when submitting. This could include:
 - Recent progress notes documenting the need for the service
 - Lab results
 - Imaging results (x-rays, etc.)
 - Procedure/Surgery reports
 - Notes showing previous treatment tried and failed
 - Specialty notes

To check on the status of an authorization or obtaining information about prior authorization, please review Aetna's website: <https://www.aetnabetterhealth.com/illinois/providers/resources/priorauth>

You can fax your authorization request to: **1-855-320-8445**

Important to Note: When checking whether a service requires an authorization under Aetna's ProPat tool, keep in mind that a listed service does not guarantee coverage. Always check the plan benefits initially to first determine if it's a covered service.

As always, don't hesitate to contact your Aetna Provider Experience Representative with any questions, comments or if you'd like to review Aetna's provider notices, please visit our Aetna website: <https://www.aetnabetterhealth.com/illinois/providers/premier/>

Thanks for all you do!