



COVID-19 Communications Update (effective May 7, 2020): Changes in Prior Authorization/Precertification and Admissions Protocols

Please check back daily for any new updates to this important information

Original notification: May 5, 2020

Last update: May 14, 2020

As many states recommence elective services, Aetna is resuming our standard prior authorization protocols for inpatient admissions effective May 7, 2020 except in certain states with executive orders or DOI mandates in place.

Standard Authorization Process

Aetna reminds providers that:

- Acute hospitals are required to notify us within 24 hours of the admission and submit clinical information for medical necessity determinations.
- We will continue to waive the three-day prior hospitalization requirement for skilled nursing facility stays as part of our normal course of business.
- Our current policy for Home Health does not require precertification. Aetna plans to continue that process for contracted providers. Refer to Aetna DocFind for our contracted Home Agencies.

Executive Orders

In selected states and territories (AK, AR, DE, GA, MA, NV, NY, PR and RI) where there are executive orders or DOI mandates in effect, the following processes remain in place:

Regulations regarding post-acute care precertification and admissions protocols for Aetna Medicaid members vary by state and, in some cases, may change in light of the current situation. Providers are encouraged to call their provider services representative for additional information.

Acute Care Hospital Admissions

- Precertification/Prior authorization for admission to an acute care facility is waived in the states and territories noted above for all Commercial and Medicare Advantage (MA) Part C plans.
- The Acute Care facilities are encouraged to **notify** Aetna of the admission within 48 hours electronically through our provider portal on Availity, NaviNet, or your preferred EDI vendor using the existing Precertification Request transaction. Providers can also submit their request by calling Aetna directly (refer to the back of the members' ID cards for the correct telephone number).*
 - Aetna will allow facilities that wish to submit clinical information at time of admission to continue with our current clinical reviews process. For all others, Aetna will review claims and clinical information as needed at the time of claims submission unless prohibited by regulation.

Timelines for related executive orders:

Dates for the waivers are as follows:

- AK original effective date March 25, 2020 through November 15, 2020
- AR effective date April 8, 2020
- DE effective date April 14, 2020 through May 31, 2020
- GA effective date March 25, 2020 through May 25, 2020
- MA effective date April 30, 2020
- NV effective date March 30, 2020
- NY effective date March 25, 2020 through June 18, 2020
- Puerto Rico effective date April 7, 2020
- RI effective date April 29, 2020

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Post-Acute Waiver

Aetna will continue its previously announced temporary waiver nationally for initial precertification/prior authorization for admissions from acute care hospitals to post-acute facilities, in accordance with AHIP guidance.

Previously announced waivers for precertification/prior authorization for admissions can be found on Aetna's website in the [provider resources section of our provider FAQs](#).

* When submitting requests electronically, providers will receive a response stating their request has pended in Aetna's systems with the following message: "Aetna needs more information about the services provided and the patient's clinical status. The facility or department should provide complete information as soon as possible, but no later than 48 hours from the submission. Aetna will decide based on the available clinical information." Although the message can't be turned off, Aetna will change the status in our systems manually. When inquiring on the event, providers will continue to see the request is pended until the request's status has been changed in our systems. See below for medical records we are requesting.

Regulations regarding post-acute care precertification and admissions protocols for Aetna Medicaid members vary by state and, in some cases, may change in light of the current situation. Providers are encouraged to call their provider services representative for additional information.