

Aetna Better Health® of Kansas

COVID-19 Communications Update: Temporary Changes in Prior Authorization/Precertification and Admissions Protocols for Skilled Nursing Facilities Will Be Ending 12/1/21

Aetna Better Health of Kansas (ABHKS) understands that health care systems in Kansas are experiencing increased demand and urgency due to the difficult circumstances created by COVID-19. For this reason, ABHKS had temporarily applied measures to help member access care and reduce the administrative burden for physicians and facilities. Those temporary measures will end on 12/1/21 and the following guidelines below will resume:

Impacts to Skilled nursing facility admissions from an acute hospital:

- Initial precertification/prior authorization is required for admission from acute care hospitals to skilled nursing facilities (SNF) starting 12/1/21. The prior authorization form is available on the aetnabetterhealth.com/kansas website.
- SNFs are required to send notification of admissions within 48 hours, starting 12/1/21. The fax number to send admission notification is **860-975-3252**.
- Post-acute care facilities are required to send medical records for review within three days of the initial admission starting 12/1/21. The fax number to send notification to is **860-975-3252**.

A prior authorization request may be initiated by:

- Submitting the request through the 24/7 Secure Provider Web Portal located on the Aetna Better Health's website at aetnabetterhealth.com/kansas.
- Fax the request form to **1-855-225-4102** (form is available on our website: aetnabetterhealth.com/kansas). Please use a cover sheet with the practice's correct phone and fax numbers to safeguard the protected health information and facilitate processing.
- Through our toll-free number: **1-855-221-5656**.

ABHKS requires:

aetnabetterhealth.com/kansas

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- Hospital history and last two to three days of progress notes.
- Any information that demonstrates a need for post-acute care.
- Anticipated discharge plan with estimated length of stay.

Additional Notes:

- The Kansas Medicaid prior authorization relaxation period for SNF admissions terminates on 12/1/21.

Questions?

If you have general questions about this communication, please contact our Provider Experience department:

By phone: **1-855-221-5656**

By Email: providerexperience_ks@aetna.com