

October 2020

**OVERVIEW:**

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

ABHLA is advising that, effective 05/27/2020, providers may see prior authorization (PA) numbers with the prefix, *SAG*. This change may apply to authorizations created by ABHLA from 05/27/2020 forward.

Providers should take steps to ensure their systems are configured to accept alphanumeric characters in their PA numbers to account for the updated prefix.

**Questions and Support:**

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.