

 Aetna Better Health® of Kentucky Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	*INSERT DATE*
	To	All Network Providers
	From	Provider Experience
	Subject	SUD PA Resume UPDATE
	Document ID	Aetna - XXXX

UPDATE – PA for Inpatient and Residential SUD services

As the go-live date approaches on prior authorizations for SUD inpatient and residential services on 7/1/22, Aetna Better Health of Kentucky as implemented the following change to assist providers with administrative burden.

Providers can voluntarily submit requests with clinical information for admissions **two weeks prior to the 7/1/22 start date.** This would allow the department to build cases early and spread out the next review dates, so they do not all fall on 7/1/22.

This means any SUD inpatient and residential requests with an admit date of **6/18/22 forward,** providers can submit clinical information to the health plan.

We hope extending this window will provide some relief. Please feel free to reach out to our PA Department or your Network Manager if you have any questions or require assistance.

Prior Authorization

Medical

Phone **1-888-725-4969**

Fax **1-855-454-5579**

Behavioral Health:

Phone **1-855-300-5528**

Fax **1-888-604-6106**

Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

INSERT NETWORK CONTACT LISTING