



## COVID-19 Communications Update: Temporary Changes in Prior Authorization/Precertification and Admissions Protocols

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

We understand health care systems are experiencing increased demand and urgency due to the unusual circumstances created by the COVID19 outbreak. For this reason, Aetna, a CVS Health company, is adopting measures that will reduce the administrative burden for physicians and facilities to help members access care.

**For a period of 30 days, starting 3/25/2020, Aetna will temporarily institute the following:**

### **Post-Acute Care**

- Initial Pre-Certification/Prior Authorization for admission to Post-Acute care facilities (including skilled nursing and extended acute rehabilitation) are **waived** for all Commercial and Medicare Advantage (MA Part C) plans.
- The Post-Acute care facilities will be required to **notify** Aetna of the admission within 24 hours through Availity, NaviNet or by calling us directly (refer to back of members ID Card for correct phone number).
- The Post-Acute Facility would also be required to send medical records for concurrent review within three (3) days of the initial admit. Medical records can be uploaded directly to Availity, NaviNet or sent to Aetna by fax at 1-833-596-0339. Please include patient name and Member ID# on cover sheet.

*Regulations regarding post-acute care precertification and admissions protocols for Aetna Medicaid members varies 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.*

- We will require:
  - Hospital history and last 2 to 3 days progress notes
  - Any information that demonstrates a need for Post-Acute care
  - Anticipated Discharge Plan with estimated length of stay
- In addition, 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 pre-certification. We plan on continuing that process for contracted providers. Refer to Aetna DocFind for our contracted Home Agencies.
- On April 24, 2020, we will reevaluate the need for continued changes needed.

### **Long-Term Acute Care Hospital Admissions**

- Pre-Certification/Prior Authorization for admission to a Long-Term Acute Care Hospital are **waived** for all Commercial and Medicare Advantage (MA) Part C plans.
- The Long-Term Acute Care Hospital will be required to **notify** Aetna of the admission within 24 hours through Availity, NaviNet, or by phone (Refer to back of members' ID Cards for correct phone number).
- Aetna will review these claims at the time the claim is submitted (except for New York).

### **For New York Only: Acute Care and Long-Term Acute Care Hospital Admissions**

*(Please check back regularly for potential updated localities)*

- Pre-Certification/Prior Authorization for admission to an acute care facility and a Long-Term Acute Care Hospital are **waived** for all Commercial and Medicare Advantage (MA) Part C plans.
- The Acute Care facilities will be required to **notify** Aetna of the admission within 24 hours via Availity, NaviNet, or by calling us directly (Refer to back of members' ID Cards for correct phone number).

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