



## **Aetna Better Health<sup>®</sup> of Kansas**

### **Transition of Care Authorizations Extended through March 31, 2020 - UPDATE**

To ensure all provider contracting and credentialing have been completed, Aetna Better Health of Kansas is extending the **Transition of Care period for prior authorizations through March 31, 2020**. Aetna Better Health of Kansas will process all claims with dates of service through March 31, 2020 for services requiring prior authorizations as if they are from participating providers. The member must be enrolled and eligible on each date of service.

**UPDATE: Providers do not need to submit requests for adjustments.**

**Aetna Better Health will be reprocessing claims denied as:**

- **Non-participating provider**
- **No prior authorization where provider is non-participating**

**During the transition of care period (dates of service through March 31, 2020), the non-participating provider authorization process is the same as if the non-participating provider was a participating provider.**

- Providers eligible to participate in Kansas Medicaid and not yet contracted with Aetna Better Health of Kansas will be paid as “in network” at 100 percent of the Medicaid Fee-For-Service (FFS) rate through March 31, 2020.
- Providers not yet contracted or credentialed with Aetna Better Health of Kansas do not need to prior authorize every service until April 1, 2020. Until April 1, participating and nonparticipating providers alike should follow the plan's service prior authorization/notification policies for participating providers. Beginning April 1, noncontracted providers must follow Aetna Better Health's regular noncontracted provider service authorization procedures.

Providers can visit the Aetna Better Health of Kansas Secure Web Portal located on our website, **[AetnaBetterHealth.com/Kansas](https://www.aetnabetterhealth.com/Kansas)**, to access our Provider PA Tool to search multiple codes simultaneously for prior authorization requirements.

**[AetnaBetterHealth.com/Kansas](https://www.aetnabetterhealth.com/Kansas)**

KS-19-12-04

**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](mailto:ProviderExperience_KS@AETNA.com)