

TIP Tuesday

April 7, 2020

*** We are committed to ensuring the safety and health of all our patients and providers. Please refer to the following FAQs regarding how we are expanding telehealth services.

Provider Telehealth FAQs <https://chfs.ky.gov/agencies/dms/Documents/ProviderTelehealthFAQs.pdf>

Prior Authorization

- We are compliant with the DMS directive to suspend all PA requirements for all services until the end of the COVID-19 crisis.
- We have extended authorizations until the end of May.
- We are offering providers assistance with case management or transition of care, if a provider contacts us, but this is not required.
- Providers must continue to operate within their scope of practice and follow appropriate licensure and applicable guidance related to care and treatment of patients.
- Claims identified as fraudulent during this time frame may be recouped.

You can contact us at

1-855-454-0061 or email

KyProviderRelations@aetna.com

If you have specific question about Covid-19 please reach out to your Network Manager or email us directly at KyProviderRelations@aetna.com



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