



When you have a patient admitted to the hospital, Aetna Better Health of Texas needs to be notified within 1 **business day**. All requests for inpatient admissions must be faxed to the proper fax number for the concurrent review department: for Aetna Medicaid and CHIP it is Fax 1-**866-706-0529**, for Aetna Better Health Behavioral Health it is Fax 1-**855-857-9932**.

At the time of notification your request must contain correct and complete information, documentation of medical necessity such as supporting clinical information, appropriate forms, codes and test results. At least one documented attempt will be made to offer an opportunity to discuss the request prior to issuing a concurrent review adverse determination. A determination will be made within 24 hours. Aetna has 24 hours to make a determination concerning approval or denial.

The Aetna Medical Director will review the request within a few hours of receiving the notification and if a denial is likely to be made then an offer will be made for a peer-to-peer with the requesting physician. **The peer-to-peer conversation will need to occur within the 24 hours of Aetna being notified of the patient's admission.**