

Aetna Better Health® of West Virginia
500 Virginia Street East, Suite 400
Charleston, WV 25301



4/1/2020

Prior Authorization Requirements for Aetna Better Health of WV

Dear Provider,

As of Date of Service 4/1/2020, no services will require prior authorization with Aetna Better Health of WV. This will continue through Date of Service 5/31/2020.

Admissions (all inpatient hospital-related services, including crisis stabilization unit and substance use disorder residential services) will require notification of admission and discharge to the health plan to aid in care management and discharge planning. We also must build an authorization to allow the system to pay for the stay.

The State has authorized the health plan to conduct post-payment review of services for medical necessity and benefit limitations. The health plan may require its providers to submit documentation to complete a post-payment review.

If a provider shows a pattern of excessive billing for services beyond Medicaid benefit limit, the health plan may place that provider on pre-payment review during this period.

As always, don't hesitate to contact your Aetna Better Health of WV Provider Relations Representative with any questions or comments.

Sincerely,

Provider Relations

Aetna Better Health of WV