



Dear Aetna Providers,

Effective April 15, 2018, when you have a patient admitted to the hospital, Aetna Better Health of Texas must be notified within 1 business day following the admission. All requests for inpatient admissions must be faxed to the correct fax number for the concurrent review department: for Aetna Medicaid and CHIP the fax number is **1-866-706-0529**, for Aetna Better Health Behavioral Health the fax number is **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. If we do not receive this information at the time of the notification, we cannot process the request and you will receive a returned fax with a **Non-Compliance with Process** notification. The fax will explain that we will not process an incomplete notification. **It is important that the notification is sent with the complete and correct information so we can process the request for all inpatient days.**

The Aetna Medical Director will review all complete requests 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 and prior to the determination.**