



## Provider Notice

# Temporary 90-day Extension of Prior Authorizations and Service Authorizations

For existing prior authorizations and service authorizations that were set to expire between March 1, 2020 and October 23, 2020 **Aetna Better Health of Texas will extend these for an additional 90 days** at the same proportional amount and frequency as originally authorized. **The authorization number will stay the same.**

**Providers may access authorization information via the Provider Portal**

**Login or register here:**

**<https://www.aetnabetterhealth.com/texas/login>**

This extension does not apply to current authorizations for one-time services or new requests for authorization. For example, a single non-emergency ambulance trip would not be extended, but a recurring non-emergency ambulance authorization for dialysis would be extended.

This extension applies to all state plan services requiring recertification, including acute care and long-term services and supports such as personal assistance services, personal care services, community first choice, private duty nursing, physical, occupational and speech therapies, and day activity and health services. This extension also applies to clinician administered drugs (CADs), when clinically appropriate.

Prior to requesting reimbursement, please ensure that you have obtained the appropriate required documentation. The services delivered may still be subject to retrospective review for medical necessity and exceptions will be reviewed on a provider or recipient-specific basis and need.

- You are allowed to submit an amended request to an existing, extended prior authorization, process the request, and override the 90-day extension as appropriate.
- We will ensure you have timely access to the new or updated authorization in order to bill appropriately.
- As applicable please remember that updated authorization information must be entered into the electronic visit verification (EVV) system for EVV-related services.

For additional information please refer to the provider notice available on the TMHP website at [http://www.tmhp.com/News\\_Items/2020/03-March/03-31-20-PA%20Requests%20Extended%20Due%20to%20COVID-19%20Public%20Health%20Emergency.pdf](http://www.tmhp.com/News_Items/2020/03-March/03-31-20-PA%20Requests%20Extended%20Due%20to%20COVID-19%20Public%20Health%20Emergency.pdf)

**Medicaid STAR:**

Bexar: 1-800-248-7767

Tarrant: 1-800-306-8612

**CHIP:**

Bexar: 1-866-818-0959

Tarrant: 1-800-245-5380

**Medicaid STAR Kids:**

Tarrant: 1-844-787-5437

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