

May 2021

OVERVIEW:

Effective 12/1/2020, ABHLA must make 80% of standard service authorizations within two (2) business days of obtaining appropriate medical information that may be required regarding a proposed procedure or service requiring a review determination, with the following exceptions:

- ABHLA must make all inpatient hospital service authorizations within two (2) calendar days of obtaining appropriate medical information, and
- ABHLA must make all Community Psychiatric Support and Treatment (CPST) and Psychosocial Rehabilitation (PSR) service authorizations within five (5) calendar days of obtaining appropriate medical information.

All standard service authorization determinations shall be made no later than fourteen (14)* calendar days following receipt of the request for service.

The above changes to standard service authorization timing ensure timely receipt of services and require ABHLA's prior authorization staff to authorize services 24 hours per day, 7 days per week, ensuring authorizations can be made on weekends with no disruption to enrollees.

* Service authorization decisions may be extended for up to fourteen (14) additional calendar days if:

- The member or the provider requests the extension, or
- ABHLA can justify (on request of the Louisiana Department of Health), that there is need for additional information and that the extension is in the enrollee's best interest.

ABHLA must make all concurrent review determinations within one (1) calendar day of obtaining the appropriate medical information that may be required.

Over the next thirty (30) days, providers will be educated regarding the changes included in this notification. Please note that providers may see reimbursement impacted if not aligned to the changes after the thirty-day education period.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.