



## COVID-19 Communications Update: Temporary Changes in Prior Authorization/Precertification for Skilled Nursing Facilities admissions in AZ, FL and TX

(July 29, 2020 supplement to [previously announced protocols](#))

Aetna understands that health care systems in Arizona, Florida and Texas are experiencing increased demand and urgency due to the difficult circumstances created by COVID-19. For this reason, Aetna, a CVS Health company, is applying measures to help members access care and reduce the administrative burden for physicians and facilities.

**For AZ, FL and TX, Aetna is temporarily applying the following changes:**

### **Skilled Nursing Facility admissions from Acute Hospital**

- Initial Precertification/Prior Authorization for admission from acute care hospitals to Skilled Nursing Facilities (SNF) are **waived** for all Commercial and Medicare Advantage (MA) Part C plans.
- The SNFs will be required to **notify** Aetna of admissions within 48 hours. Providers may submit their request electronically through our provider portal on Availity or their preferred EDI vendor using the existing Precertification Request transaction. Providers can also submit their request by calling Aetna directly (refer to the back of the member's ID cards for the correct telephone number).
- The Post-Acute care facility would also be required to send medical records for concurrent review within three days of the initial admission. Medical records can be uploaded directly through Aetna's provider portal on Availity or sent to Aetna by fax to 1-833-596-0339. Please include the patient's name and Member ID# on the cover sheet.

- Aetna requires:
  - Hospital history and last two to three days progress notes
  - Any information that demonstrates a need for Post-Acute care
  - Anticipated Discharge Plan with estimated length of stay
- This change does not apply to transfer between facilities or level of care changes within a SNF.
- In addition, Aetna will continue to waive the three-day prior hospitalization requirement for skilled nursing facility stays as part of our normal course of business.
- **Long-Term Care Hospital Admissions (LTACH) and Inpatient Acute Rehabilitation** admissions still **require a prior authorization** for admission. If a prior authorization is not completed, the admission will be reviewed retrospectively at claims submission.
- Temporary changes to reduce prior authorizations protocols for SNF admissions are effective from July 10, 2020 through August 21, 2020.