

## AETNA BETTER HEALTH® OF KENTUCKY

### Fax Blast

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**To:** Network Providers

**Fax:** <<location\_fax>>

**From:** Provider Relations

**Date:** June 10, 2016

**Re:** Hospital Observations Stays  
eviCore MedSolutions  
Prior Authorization Portal

**Pages:** 3 pages with cover

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#### Notes:

We appreciate your participation in the Aetna Better Health of Kentucky provider network. Please review the attached information.

**Thank you for being part of the Aetna Better Health of Kentucky network.**

This document may contain confidential or privileged information. If you think you have received this message in error, please contact the sender and then destroy this document immediately. Thank you, Aetna Inc.

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RE: Hospital Observation Stays  
eviCore MedSolutions Prior Authorization Portal Information

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## 1. Hospital Observation Stays

Just as a reminder to all facilities, as of **December 1, 2015**:

Observation stays no longer require prior authorization\* for **PAR** providers.

If observation services result in an inpatient admission, notification must be made within 24 hours or next business day.

Applicable CPT codes:

99217  
99218  
99219  
99220

If you have any questions about authorization requirements, contact your Provider Relations representative by calling **1-855-300-5528**, option **4, 4, 8, 1**.

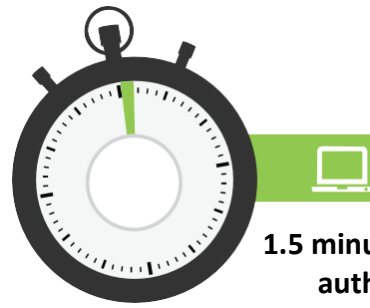
\*The term Prior Authorization (PA) is the utilization review process used to determine whether the requested service, procedure, prescription drug or medical device meets the company's clinical criteria for coverage.

## 2. eviCore MedSolutions Prior Authorization Portal

Attached you will find information outlining the many benefits to using the eviCore MedSolutions Prior Authorization Portal, register today!

## Benefits of Web Authorization

Did you know that most providers are already saving time submitting prior authorization requests online? We have been listening to you and have incorporated a number of enhancements that will streamline your online experience, allowing you to go from request to approval faster!



**1.5 minute online authorization**

- ✓ **Save Time!**  
 Web authorization requests take 1 minute and 30 seconds on average. Phone authorization requests take 12 minutes on average.
- ✓ **24/7 access!**  
 You can access the web authorization service at any time, on any day. Phone authorizations have to be requested during business hours.
- ✓ **Save your progress!**  
 Need to step away? Need to obtain additional information? Save your authorization request and come back to it.
- ✓ **View and print authorization information!**  
 Authorization information and number are at the tips of your fingers so you can print them at your convenience.
- ✓ **Helpful online features!**  
 Other online features include the ability to access clinical criteria, look up member eligibility, and upload additional clinical information to an existing case.

Go to <https://myportal.medsolutions.com> and click “register” to begin initiating authorizations online today!

