

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	12/06/2022
	To	All Network Providers
	From	Provider Experience
	Subject	Urgent Admission Notification – Change in Timeframe
	Document number	Aetna-1266

Urgent Admissions

Aetna Better Health of Kentucky would like to notify providers of the following change that will be **effective as January 1, 2023** regarding provider notification requirements for enrollee inpatient admissions.

- The requirement to provide notification of an enrollee’s inpatient admission to a hospital, including observation and behavioral health inpatient and residential levels of care, has been changed from (1) calendar day to (1) business day.
- Notification of admission and requests for prior authorization may continue to be submitted by provider portal, fax, or telephone.
- Failure to submit notifications for urgent admissions within (1) business day may result in an authorization request denial and/or claim denial.

Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

<<<insert Network Listing >>>