Aetna Better Health of Michigan

# Provider Notice: Submitting Prior Authorizations Correctly

Dear Provider,

If you are submitting a prior authorization request and you are **NOT** the prescribing practitioner, please include the following prescribing practitioner information:

- Name
- NPI
- Phone
- Fax

This information will allow us to send the determination to the prescribing practitioner as well as the rendering practitioner/provider.

When entering an authorization through Availity, if the "***Servicing Provider***" name doesn't display in the dropdown list, you may skip this optional step and proceed to enter their "*role*" and "*NPI*". Servicing provider information is needed to determine network participating status.

Additional notes, including contact information for the Servicing Provider, additional codes that need reviewed, or other pertinent information to the request can be entered in the ***Provider Notes*** section in Availity.

It is imperative that we receive complete and accurate contact information for all parties listed in the authorization. This will assist our clinicians in processing your requests and providing timely determinations.

Sincerely,

Utilization Management

Aetna Better Health of Michigan