



## Aetna Better Health of Texas (ABHTX)

### Urgent vs Non-urgent Prior Authorization Requests

This notice is to inform providers on Urgent vs Non-urgent Prior Authorization requests.

**Urgent Condition** means a health condition including an Urgent Behavioral Health Situation that is not an emergency but is severe or painful enough to cause a prudent layperson, possessing the average knowledge of medicine, to believe that his or her condition requires medical treatment evaluation or treatment within 24 hours by the Member's PCP or PCP designee to prevent serious deterioration of the Member's condition or health.

**Urgent reviews:** Request an urgent review for a patient with a life-threatening condition, or for a patient who is currently hospitalized, or to authorize treatment following stabilization of an emergency condition. You may also request an urgent review to authorize treatment of an acute injury, illness, or behavioral health situation if the provider determines that the condition is severe or painful enough to warrant an expedited or urgent review to prevent a serious deterioration of the patient's condition or health.

All other requests would be treated non-urgent.

#### Tips:

- To expedite your request, please document the clinical need for an **urgent review** and submit your request with ample time from the scheduled date.

#### Here are the ways you can request PA:

##### Online

Complete the [Texas standard prior authorization request form \(PDF\)](#). Then, upload it to the Provider Portal.

[Visit the Provider Portal](#)

##### By fax

Complete the [Texas standard prior authorization request form \(PDF\)](#). Then, fax the form to 1-866-835-9589.

Please refer to the provider pre-authorization tool for the most up to date listing of codes requiring a prior authorization <https://www.aetnabetterhealth.com/texas/providers/prior-authorization.html>

Sincerely,

Provider Relations, Aetna Better Health of Texas

#### CHIP

Bexar area: 1-866-818-0959 (TTY: 711)

Tarrant area: 1-800-245-5380 (TTY: 711)

#### STAR (Medicaid)

Bexar area: 1-800-248-7767 (TTY: 711)

Tarrant area: 1-800-306-8612 (TTY: 711)

#### STAR Kids

Dallas and Tarrant areas: 1-844-787-5437 (TTY: 711)