

February 2021

#### Existing Outpatient Service Authorizations Extended to April 30

*Providers must submit renewal requests for any subsequent renewals needed for authorizations end dates after April 30, 2021.*

As part of the COVID-19 public health emergency, authorization renewals for outpatient services were temporarily suspended to help our state's healthcare system manage concerns about the volume of patients seeking services. These authorization renewals are being extended once again to April 30, 2021.

For all outpatient service authorizations that end after April 30, 2021, providers wishing to continue services must notify Aetna Better Health of Louisiana (ABHLA) at least 14 days before the end date of the authorization. Due to the potential volume, service authorizations are requested sooner when possible.

In order to ensure continuity of care, it is critical that providers notify ABHLA to extend services, as authorizations will not be automatically extended after April 30, 2021.

New requests continue to be authorized according to standard review procedures. See the ABHLA Provider Manual at <https://www.aetnabetterhealth.com/louisiana/providers/manual> for more information.

Outpatient services include:

- Any necessary medical and surgical procedures
- Home health services (EHH)
- EPSDT personal care services (PCS)
- Hospice services
- Therapies (PT/OT/SLT)
- Pediatric Day Health Care

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual within 30 days of the date of this reminder notification.

#### Questions and Support:

If you have any questions about this notice, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.