



3200 Highland Ave
Downers Grove, Illinois 60515

01/28/2020

Inpatient Medical/Surgical and Inpatient Behavioral Health Admissions

Dear Provider,

Great News!!

Aetna Better Health of Illinois has extended our time frame for conducting a peer to peer related to Inpatient Medical/Surgical and Inpatient Behavioral health admissions (for our MMAI program only). The new process will begin on Monday, February 3rd, 2020.

If the authorization is denied, there will **no longer be an intent to deny notification sent to the facility**. Aetna will call and fax the denied determination. At this time, Aetna will offer the facility an opportunity to perform a peer to peer with our medical reviewer. The facility will receive a fax notification with the date and time that the peer to peer must be completed by.

If the peer to peer time frame expires, and no peer to peer is completed, the denial will be upheld, and the facility must follow the appeals process outlined in the denial letter.

Please contact us at 1-866-600-2139 or contact your provider relations liaison if you have any questions. Thanks

Sincerely,

Aetna Better Health of Illinois
Provider Experience Team

©2020 Aetna Inc.