

Enhancements to Aetna Better Health of Texas's Provider Web Portal

New Electronic Prior Authorization Tool

Aetna Better Health of Texas is excited to share a more user friendly and streamlined way for our portal registered providers to submit prior authorizations electronically.

Our new tool that's integrated into the Medicaid Web Portal offers:-

- ✓ A dedicated Prior authorization landing page to manage all submitted and pended (draft) authorization requests.
- ✓ Capability to filter the authorization queue by Date of Service, Patient, Facility, Status and date of submission
- ✓ A streamlined form based authorization workflow that enables accurate and faster request submission
- ✓ Built-in look up tools for ICD10 codes, CPT/HCPCS and MCG guidelines
- ✓ Securely attach clinical documentation
- ✓ Instantaneous acknowledgement and receipt number
- ✓ Built-in messaging between Aetna Better Health's UM Staff to ensure accurate and complete request submission

Refer to Quick Reference Document

Provider Prior Authorization Requirement Search Tool

Aetna Better Health of Texas now has a prior authorization requirement search tool that is available directly through the public facing website. Providers don't have to login into the Medicaid Web Portal to access this feature. New look up tool offers:-

- ✓ Capability to determine prior authorization requirements by program
- ✓ Captures all Current Procedural Terminology (CPT) or Healthcare Common Procedure Coding System(HCPCS) codes
- ✓ Simultaneously enter up to 6 CPT Codes and determine PA requirements
- ✓ Obtain detailed information including – covered or non-covered detail, prior authorization requirements, service partner detail if the code is managed by a sub-contractor
- ✓ Easily locate phone numbers for not just Aetna Better Health of Texas but also all subcontractors responsible for authorizing services for member.

For any questions or concerns, please contact your Provider Relations Staff at:-

Medicaid STAR:

Bexar: 1-800-248-7767

Tarrant: 1-800-306-8612

CHIP:

Bexar: 1-866-818-0959

Tarrant: 1-800-245-5380

Medicaid STAR Kids:

Tarrant: 1-844-787-5437