

October 2021

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance impacting reimbursement, the details will be outlined by ABHLA in the Provider Manual or in a supporting reimbursement policy.

The Louisiana Department of Health (LDH) has revised [Informational Bulletin 20-5 COVID-19 Provider Update \(October 21, 2021\)](#). Providers are encouraged to read the bulletin in its entirety. Providers should also review [IB 21-11](#) for Reimbursement Updates.

Hospital-Based Utilization Management for Medical Stays

All hospital-based utilization management (UM) for all medical hospitalizations including, but not limited to, initial service authorizations and concurrent reviews may resume beginning November 1, 2021. This also applies to cases in which an individual is retroactively enrolled with ABHLA as a member. Any post-payment reviews of medical hospital stays made during this suspension must be approved by and coordinated with LDH to minimize disruption to hospitals.

Hospitals must continue to notify ABHLA about enrollee admissions so that the Plan can assist with discharge planning where possible. To maximize beds available for patients with COVID19, hospital-based staff should be dedicated to facilitating rapid placement and discharge of currently hospitalized patients. Effective August 9, 2021 through October 31, 2021, ABHLA will suspend prior authorizations for lower levels of care (e.g., skilled nursing facility services, inpatient rehabilitation, and long term acute care) for members being discharged from the hospital.

Home Health Services at Hospital Discharge

Effective August 19, 2021 through October 31, 2021, ABHLA will automatically approve the initial authorization for home health services at hospital discharge. Instead of a prior authorization, the hospital or the home health agency shall send ABHLA notification of services that an enrollee will receive after discharge and the ABHLA will subsequently approve the initial authorization for services.

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:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.