

Aetna Better Health of Ohio
7400 W. Campus Road
New Albany, OH 43054



Submitting Appropriate Medical Records to Utilization Review

Dear Providers:

Aetna Better Health of Ohio has received an influx of cases to the Utilization Management and Care Management departments that have a large amounts of medical records and documentation attached. While thoroughness for case submission is understandable, the size of the records (that are out of scope to requested services) submitted is causing administrative delays in processing cases.

Per the provider manual, submitting supporting information should include “Presentation of supporting objective clinical information, such as clinical notes, laboratory and imaging studies, and treatment dates, as applicable for the request. Aetna Better Health of Ohio strongly encourages the inclusion of current applicable codes in any service requests for medical necessity.”

Please only include “supporting” medical records that are relevant to the requested service.

Sincerely,

Aetna Better Health of Ohio

Provider Services

1-855-364-0974