Aetna Better Health® Kids
A CHIP Health Plan

PRIOR AUTHORIZATION METRICS FOR MEDICAL ITEMS AND SERVICES (EXCLUDING DRUGS)

Aetna Better Health® Kids wants to make sure you get the care you need without long waits. Each year, we will share a report on our website about prior authorization. This report shows:

- Which medical services (not medicines) need prior authorization.
- How many requests were approved or denied last year.

We share this information to be open and helpful. It lets you see how the process works and helps you understand how we are doing.

If you have questions, please contact: 1-800-822-2447 (TTY: 711)

We are always working to make things easier for you and your providers. One way we do this is by decreasing prior authorization rules whenever we can. This means care can happen faster. The numbers shown are only for services that need prior authorization.

Reporting Period: January 1, 2025, to December 31, 2025

These are the medical items and services for which we require prior authorization (excluding drugs)

To review the prior authorization list, click here: Aetna Better Health® Kids prior authorization request search tool

Prior to January 1, 2026, Medicaid payers are required to send prior authorization decisions within the following timeframes:

- For Medicaid managed care plans and CHIP managed care entities, 72 hours for **expedited requests** (urgent) and 14 calendar days for **standard requests** (non-urgent)

Beginning January 1, 2026, the CMS Interoperability and Prior Authorization final rule requires Medicaid managed care plans to send prior authorization decisions within:

- 72 hours for **expedited requests** (urgent)
- 7 calendar days for **standard requests** (non-urgent)

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Aetna Better Health® Kids already follows shorter timeframes:

- 24 hours for **expedited requests** (urgent)
- 2 business days for **standard requests** (non-urgent)

Standard (non-urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	4,171	5,078	82.14%
Request denied	907	5,078	17.86%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	23	5,078	0.45%

	How many times this happened	Out of total appeals	Percentage
Request approved only after appeal	68	153	44.44%

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Expedited (urgent) Prior Authorization Requests

	How many times this happened	Out of total requests	Percentage
Request approved	43	56	76.79%
Request denied	13	56	23.21%

	How many times this happened	Out of total requests	Percentage
Request approved only after time for review was extended	0	0	0%

Time Between Receiving a Prior Authorization Request and Sending a Decision

	Mean (Average) Time	Median (Middle) Time
Standard (non-urgent) Prior Authorization Requests	2.11 days	2.0 days
Expedited (urgent) Prior Authorization Requests	0.77 days	0 days