

August 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 \(August 5, 2021\)](#). Providers are encouraged to read the bulletin in its entirety. Providers should also review [IB 21-11](#) for Reimbursement Updates.

At the direction of LDH, ABHLA will suspend all hospital-based utilization management (UM) for all medical hospitalizations including, but not limited to, initial service authorizations and concurrent reviews effective August 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, 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.

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](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.