

Clinical questionnaire

User guide and frequently asked questions.

We're making it easier for you to submit clinical information to us

We're pleased to share our clinical questionnaire user guide and frequently asked questions (FAQs). We hope you'll find the information useful. ([Skip to our FAQs.](#))

How it works

When you're submitting an authorization for certain services, we may pend your request and ask you for additional information. Services may be listed on our [National Precertification List \(NPL\)](#) or be part of an enhanced clinical review program.

Here's a brief overview of the process.

- 1) Submit your Authorization request using the Authorization Add transaction. In step 2, you may include a modifier as appropriate with your procedure code(s). You can display the modifier field by checking the "Show optional fields" box. We'll accept "left," "right" and "bilateral" modifiers.

The screenshot shows a form titled "PROCEDURE CODE(S)" with a "SHOW OPTIONAL FIELDS" checkbox checked. The form contains the following fields:

- Procedure Code**: A dropdown menu with a plus icon.
- Type**: A dropdown menu with "CPT/HCPCS" selected.
- Modifier optional**: A dropdown menu, highlighted with a red box.
- From Date**: A date input field with a calendar icon.
- To Date optional**: A date input field with a calendar icon.
- Procedure Service Quantity**: A text input field.
- Procedure Service Quantity Type**: A dropdown menu.


At the bottom, there is a link: [+ Add another procedure code](#)

- 2) Once you've submitted your request using the Authorization Add transaction, we may pend your request for additional information. You'll see this pop-up screen:

Next Steps: Clinical Questionnaire x


We need additional clinical information to process your request. Click "Take Me to Clinical Questionnaire" to complete the questions online and help expedite our review.

Secure connection to:



Click "Take Me to Clinical Questionnaire" to take you immediately to the clinical questionnaire. Not ready to answer the questions yet? Click "Not Now." In a few steps, we'll show you how to get back to the questionnaire when you're ready.

- Here is a sample questionnaire. The questions will vary depending on the type of service you're requesting authorization for.




Request ID [Exit Questionnaire](#)

→ Tell us about the member's

#1 out of 15 possible questions

Will this be

- Once you've answered the questions, you may choose to review your answers or submit the questionnaire. These are sample responses; actual responses will vary depending on the patient's condition.



Request ID [Exit Questionnaire](#)

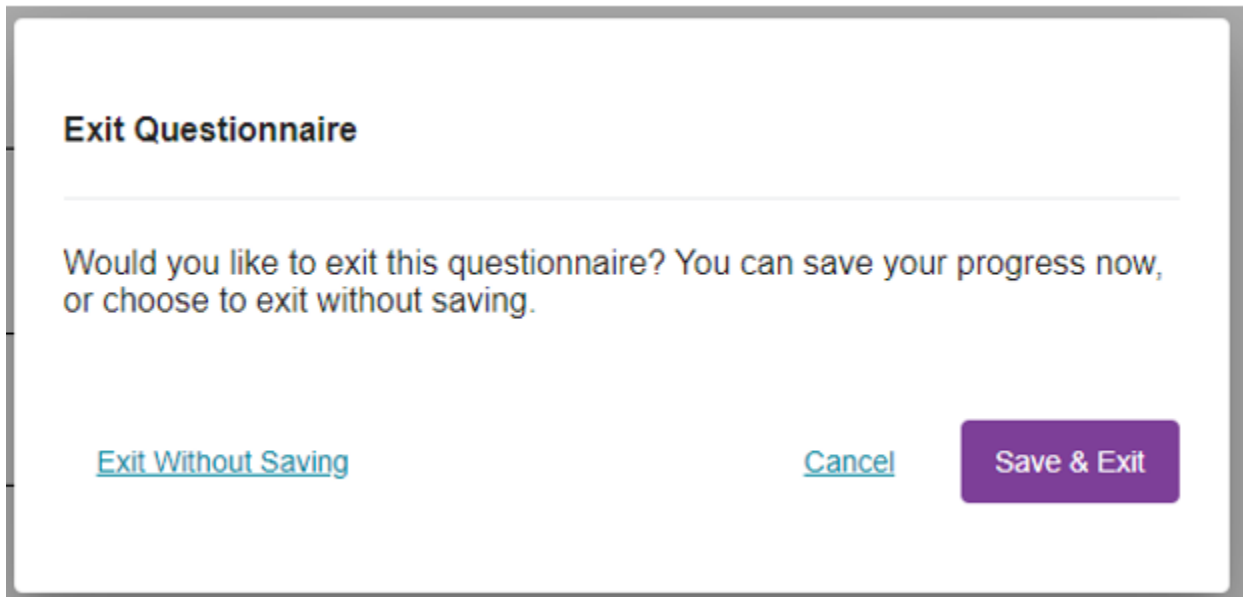
→ Let's get started!

#1 out of 8 possible questions

Reason for surgery
Select all that apply

You may change your answers if you haven't submitted the questionnaire. If you need to change your answers after you've submitted it, contact us at the Precertification telephone number listed on the member's ID card.

You may also click on the "Exit Questionnaire" link in the upper right corner of the screen. You can choose to exit without saving your progress or save your progress and exit.



5) Once you've submitted the questionnaire, we'll either:

- Approve your request, or
- Pend your request for additional information

See sample screen prints below.

Clinical questionnaire completed – we granted approval



Total Hip Replacement

Request ID

[Exit Questionnaire](#)

Well Done! You have successfully submitted the clinical questionnaire.


Based on the answers provided, your authorization request has been approved.

Request ID:

APPROVED

Total Hip Replacement

What happens next:




Access Availability dashboard
View the dashboard for additional information regarding the request

[Review Answers](#)

If you receive an automatic approval, you're all done! You'll be able to see the event as Certified in Total on your Availity Auth/Referral Dashboard.

Authorization Information

Transaction ID: [REDACTED] Customer ID: [REDACTED] Transaction Date: [REDACTED]

Member ID	Date of Birth	Gender	
[REDACTED]	[REDACTED]	NA	
Transaction Type	Organization	Payer	
Outpatient	Aetna	AETNA	
Authorization		(COMMERCIAL & MEDICARE)	

[Update](#) [Void](#) [Add Attachments](#) [Take Me to Clinical Questionnaire](#)

Certificate Information

Certification Number	Status
[REDACTED]	CERTIFIED IN TOTAL

Service Information

Service Type	Place of Service
[REDACTED]	[REDACTED]

[Close Window](#) [Print](#) [Unfollow this item](#) [Move to Trash](#)

Clinical questionnaire completed – we pended the request for additional information



Request ID [REDACTED]

[Exit Questionnaire](#)

Well Done! You have successfully submitted the clinical questionnaire.

Based on the answers provided, your authorization request requires medical review.

Request id: [REDACTED]

PENDING

PENDING

What happens next:



Include Relevant Data

To speed things up, attach records via Availity portal, include notes supporting the clinical need for the request.



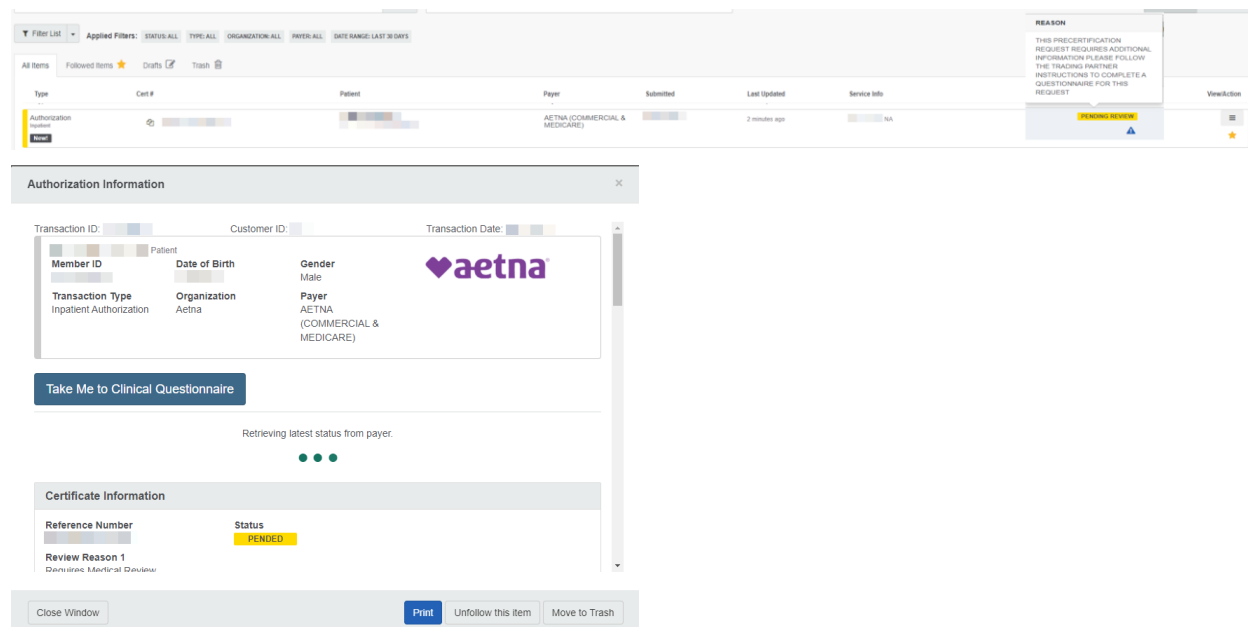
Access Availity dashboard

View the dashboard additional information regarding the request

[Review Answers](#)

If you receive a pending response, you may upload additional clinical documentation through the Auth/Referral Dashboard or Authorization Inquiry transaction.

If you had previously clicked on “Not Now” or saved your progress, locate the event in the Auth/Referral Dashboard. Click on it, then on “Take Me to Clinical Questionnaire.”



The clinical questionnaire

The clinical questionnaire is an Aetna-hosted tool on Availity. It's a dynamic form and will change based on how you answer each question. The questions you're asked may vary from patient to patient.

Completing the clinical questionnaire online means you don't need to call us

We'll ask you the information we're looking for. When we pend a request for additional information, you can upload additional clinical information. Simply go to your Availity Auth/Referral Dashboard or submit an Authorization Inquiry transaction and follow the steps.

Get trained

We offer live webinars to teach you how to use the Authorization transaction on Availity.

Go to [AetnaWebinars.com](https://www.aetna.com/webinars) and register for our monthly “Authorizations on Availity” webinar.

Frequently Asked Questions

Review our Frequently Asked Questions (FAQs) for answers to the most common questions.

1) What's the clinical questionnaire?

A) The clinical questionnaire is an electronic method to gather additional clinical information in support of selected procedures.

2) When can I expect to complete the questionnaire?

A) The clinical questionnaire only applies to selected procedures. The request must meet certain criteria to launch the questionnaire. For example, the member must be active on the date(s) of service, etc.

3) How do I launch the questionnaire?

A) The questionnaire is only available after successfully completing an Authorization Add transaction on Availity. If it's available for the procedure you requested, click on the "Take Me to Clinical Questionnaire" button to launch it.

4) How long is the questionnaire and how long does it take to complete it?

A) The number of the questions in the questionnaire varies depending on the type of service requested. You're able to complete the questionnaire in a few minutes.

5) What happens after I complete the questionnaire?

A) Depending on the answers you provide, you'll receive either an automatic approval or your request will be pended for additional information. If you receive an automatic approval, you don't need to do anything else.

6) What happens if my request is pended for additional information after completing the questionnaire?

A) You may submit additional clinical information in support of your authorization request. Simply migrate to Availity's Auth/Referral Dashboard, click on the event, then click on the "Add Attachments" button and follow the steps. You may also submit an Authorization Inquiry transaction and follow the same steps.

7) How long do you take to review my pended request?

A) For commercial non-urgent cases, our standard turnaround time is not more than 15 days after receiving all relevant information (state-specific turnaround times may apply). For Medicare non-urgent cases, a decision will be made within 14 days of receipt of the request.

8) How do I get an updated status on my pended request?

A) You may check the status on the Auth/Referral Dashboard. We'll send an update every time the status changes in our system.

9) What if I can't complete the questionnaire?

A) If you haven't launched the questionnaire, click the "Not Now" button. If you've started the questionnaire, you may save and exit it. In either case, simply access the pended event from the Auth/Referral Dashboard to start or continue from where you stopped.

10) May I change my answers?

A) Yes, you may change your answers if you haven't submitted the questionnaire. Once you've submitted the questionnaire and we've supplied a decision (whether approved or pended), you may not change your answers. If you need to change your answers after you've submitted the questionnaire, call our Precertification area using the telephone number listed on the back of the member's ID card.

11) May I go back to prior questions before submitting the questionnaire?

A) The questionnaire is dynamic. If you need to go back to a previous question to change an answer, you must start the entire questionnaire from the beginning.

12) May I see a summary of my answers before I submit the questionnaire?

A) Yes, you may see a summary both before and after submitting the questionnaire. The questions and associated answers will appear in alphabetical order by question. You won't see your questions and answers in the order you answered them.

13) Who do I contact if I have problems completing the questionnaire?

A) Call the Precertification telephone number on the back of the member's ID card.

14) I've already completed and submitted a questionnaire. Why does the "Take Me to Clinical Questionnaire" alert display every time I access the Authorization from the Auth/Referral Dashboard?

A) The questionnaire alert and button will display each time you access an Authorization, even if you've already submitted it. The questionnaire's status will display when you open it.

Last updated April 15, 2022



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1073500-01-01 (4/22)