

Some procedures your doctor orders may require authorization

Helping keep you organized



Avoid surprises by using this helpful guide.

Your guide

- Some procedures (For instance, an MRI, CAT scan or surgery.) need approval in advance. Your doctor can ask for this approval up to six months ahead of time.
- You can share a copy of this guide with your doctor.
- Your doctor's office will tell you when they have the necessary approval. You'll also get a written notice from us.
- You and your doctor's office will finalize the date and time for your procedure. They'll also discuss your travel to and from the health care facility.
- Ask if there are any prescriptions or durable medical equipment you may need. Durable medical equipment may include crutches, a walker, etc.
- You can get an estimate of your cost of care on the member website. You may get bills from multiple providers (ex. assistant surgeon, anesthesiologist) involved in your care.



Your doctor's guide

- Visit www.aetna.com/provider for tools and materials for providers of service.
- Request authorization at least 15 days before the procedure, unless it's an emergency. Use the electronic portal to submit the requests and medical records. You can request the service as soon as it is planned. We may be able to authorize up to six months for the patient to get the service done.
- Be sure to provide all clinical information in the electronic portal. Check back often for updates.
- Make sure to include all providers of service in the authorization. This may include the assistant surgeon, anesthesiologist, neurological monitoring providers, medical equipment, etc.
- Notify the patient as soon as possible when you get the authorization.
- Schedule the procedure. Let the patient know the date, time and location.

Helpful resources

Know before you go

You could request a second surgical opinion. Contact member services for more information.

Aetna member services

Find your member services phone number on the back of your ID card.

Your secure website

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