



Memorandum

To: Aetna Cardinal Providers

From: Marty Mansfield, Director Cardinal Health Partners

Date: 1/15/15

Re: Aetna Better Health's Partnership with Care Core/Med Solutions

Please find communication received from Aetna. While we realize Aetna's MyCare Ohio Plan is not in our region, it is possible you could have members presenting for care so we wanted you to be aware.

For questions and additional information, you may contact the customer service department at 1-888-693-3211.



January 7, 2015

Dear Colleague:

CareCore | MedSolutions is pleased to announce its partnership with Aetna Better Health of OH to provide authorization services for members enrolled in Aetna Better Health of OH, a MyCare Ohio Plan.

Effective January 26, 2015, Aetna Better Health of OH members will require prior authorization from CareCore | MedSolutions for dates of service beginning February 1, 2015. Services performed without authorization may be denied for payment, and you may not seek reimbursement from members.

Authorization is required for:

- | | |
|-------------|-------------------|
| ✓ CT/CTA | ✓ MRI/MRA |
| ✓ PET | ✓ Nuclear Cardiac |
| ✓ Non-OB US | ✓ Pain Management |

Services performed in conjunction with an inpatient stay, 23 hour observation, or emergency room visit are not subject to authorization requirements.

To request an authorization, submit your request online, by phone or fax:

- Log onto www.medsolutionsonline.com
- Call us at 1-888-693-3211
- Fax a CareCore | MedSolutions request form (available online) to 1-888-693-3210

For urgent requests: If services are required in less than 48 hours due to medically urgent conditions, please call our toll-free number for expedited authorization reviews. Be sure to tell our representative the authorization is for medically urgent care.

We recommend that ordering physicians secure authorizations and pass the authorization numbers to the rendering facilities at the time of scheduling. We will communicate authorization decisions by fax to both the ordering physicians and requested facilities. Authorizations contain authorization numbers and one or more CPT codes specific to the services authorized. If the service requested is different than what is authorized, the rendering facility must contact us for review and authorization prior to claim submission.

Have questions about requesting authorizations? Attend our online orientation! The orientation schedule and program training resources are available at <http://www.medsolutions.com/implementation/aetnabetterhealthoh>. CareCore | MedSolutions' criteria and request forms are available at www.medsolutionsonline.com. Please call our Customer Service department at 1-888-693-3211 if you have any questions or need more information.

Sincerely,

Gregg P. Allen, M.D.
Chief Medical Officer
CareCore | MedSolutions