

What's prior authorization?

What you need to know for neurological conditions



It's a requirement that your provider requests approval before prescribing certain medicines or procedures. During the prior authorization process, it's reviewed against nationally recognized criteria, the highest-quality clinical guidelines and scientific evidence. This helps ensure you're getting the best care for your condition.

3 STEPS TO THE PROCESS



A **prior authorization** request is submitted on your behalf.

1



We'll review and make a **decision** quickly. And we'll keep you updated throughout the process.

2



We'll **approve** or **deny** your prior authorization. If denied, we'll work with you and your provider on next steps.

3

FACTS ABOUT NEUROLOGICAL CONDITIONS

These are diseases of the brain, spinal cord and other nerves and muscles. The causes vary, but can include problems with genetics, infections or injury.

- They affect more than one billion people in the world
- Neurological problems result in 800,000 hospital admissions every year
- Most common procedures are cervical discectomy, epilepsy neurosurgery and craniotomy

Source: <https://www.brainresearchuk.org.uk/info/neuro-facts>

KNOW YOUR CHOICES

If you get a denial, know that you have options:



Talk to your provider. You'll get a letter from us explaining the reason why your request didn't meet clinical guidelines.



Ask for a review between your provider and our medical director. They can further discuss your specific case to meet your specific needs.



Ask for a formal appeal. The denial letter will explain the steps you can take when requesting a formal appeal on your decision.



Count on us for support. We're here to help you through the process and explain your options. Be sure to check out the Aetna HealthSM app at aetna.com/ah_app. It's an easy way to get status updates throughout this process.

Aetna[®] is the brand name used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).