

# What's prior authorization?

What you need to know for skin 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 SKIN ISSUES

These include conditions that clog, irritate or inflame your skin. Often, they cause rashes or other changes in your appearance.

- A health care provider can spot disease by looking at your skin or performing a procedure
- Common procedures include skin biopsy, shave removal and cryosurgery
- Certain lifestyle factors can lead to a skin disease, and other health conditions may affect the skin, too



## 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 Health<sup>SM</sup> app at [aetna.com/ah\\_app](https://aetna.com/ah_app). It's an easy way to get status updates throughout this process.

Aetna<sup>®</sup> 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).