



Massachusetts: Important precertification information for Fully-Insured Plans

We want to share details on precertification for certain behavioral health and substance use disorder benefits. Your Plan Documents (booklet/certificate and schedule of benefits) have full descriptions of the coverage provided for these services.

- (1) Precertification: Sometimes we'll pay for care only if we have given an approval before you get it. We call that precertification or preauthorization. Your PCP or Aetna network doctor will get this approval for you for covered in-network services. If the request is to go outside the network, you may have to get this approval yourself. To do so, call the precertification number on your Aetna ID card, or call Member Services. You must get the precertification before you receive the care. Our precertification, notice, and concurrent review policies and procedures can be found on our website: [Precertification](#) and [Utilization Management](#)
- (2) Aetna does not require precertification/authorization for routine behavioral health therapy or routine behavioral health outpatient medical visits (e.g., psychopharmacology visits).
- (3) Please check Aetna's precertification list or call Member Services to find the behavioral health outpatient services that require authorizations. [Behavioral Health Precertification List](#)
- (4) Please know that acute treatment services* (ATS) and clinical stabilization services** (CSS) treatment for substance use disorders (SUD) will be covered for up to a total of 14 days without authorization or medical necessity review.
- (5) Aetna does not require precertification for SUD treatment other than ATS and CSS (e.g. IOP, PHP) if the provider is certified or licensed by the Massachusetts Department of Public Health.

This applies to both in and out of network covered services. However, in network providers coordinate precertification/authorization on your behalf.

*Acute treatment services - Includes 24-hour medically supervised addiction treatment for adults or adolescents provided in a medically managed or medically monitored inpatient facility, as defined by the Department of Public Health (DPH), that provides evaluation and withdrawal management. Services may include biopsychosocial assessment, individual and group counseling, psycho-educational groups and discharge planning.

**Clinical stabilization services - Includes 24-hour clinically managed post detoxification treatment for adults or adolescents, as defined by the DPH. This usually follows acute treatment services for substance abuse, which may include:

- Intensive education and counseling regarding the nature of addiction and its consequences;

- Relapse prevention
- Outreach to families and significant others and
- Aftercare planning for individuals beginning to engage in recovery.

For details on any benefit maximums and the cost sharing under your plan:

- Refer to your plan documents
- Visit the Aetna website aetna.com
- Call the Member Services number on the back of your ID card

If there is a difference between the information listed here and the plan documents, the benefits described in your plan documents govern.

Aetna complies with applicable Federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,

P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),

1-800-648-7817, TTY: 711,

Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies.

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English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Portuguese	Para aceder aos serviços linguísticos gratuitamente, ligue para o número indicado no seu cartão de identificação.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
French Creole (Haitian)	Pou ou jwenn sèvis gratis nan lang ou, rele nimewo telefòn ki sou kat idantifikasyon asirans sante ou.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Mon-Khmer, Cambodian	ដើម្បីទទួលបានសេវាកម្មភាសាដោយឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរសព្ទទៅកាន់លេខដែលមាននៅលើប័ណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក។
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Italian	Per accedere ai servizi linguistici senza alcun costo per lei, chiami il numero sulla tessera identificativa.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Greek	Για πρόσβαση στις υπηρεσίες γλώσσας χωρίς χρέωση, καλέστε τον αριθμό στην κάρτα ασφάλισής σας.
Polish	Aby uzyskać dostęp do bezpłatnych usług językowych, należy zadzwonić pod numer podany na karcie identyfikacyjnej.
Hindi	बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, अपने आईडी कार्ड पर दिए नंबर पर कॉल करें।
Gujarati	તમારે કોઈ પણ જાતના ખર્ચ વિના ભાષા સેવાઓ મેળવવા માટે, તમારા આઈડી કાર્ડ પર રહેલ નંબર પર કોલ કરવો.

Aetna health benefits and health insurance plans are offered, underwritten and/or administered by Aetna Health Inc., Aetna Health Insurance Company and/or Aetna Life Insurance Company.

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