Pre-authorization simply means calling Aetna Student Health prior to treatment to obtain approval for a medical procedure or service. Pre-authorization may be done by you, your doctor, a hospital administrator, or one of your relatives. All requests for authorization must be obtained by contacting Aetna Student Health at (877) 375-7908 (attention Managed Care Department) or TTD (800) 466-5996.

If you do not secure pre-authorization for non-emergency inpatient admissions, or provide notification for emergency admissions, your Covered Medical Expenses will be subject to medical necessity review.

The following inpatient services require pre-authorization:

- All inpatient admissions, including length of stay, to a hospital, skilled nursing facility, a facility established primarily for the treatment of substance abuse, or a residential treatment facility.
- All inpatient maternity care, after the initial 48/96 hours.
- All partial hospitalization in a hospital, residential treatment facility or facility established primarily for the treatment of substance abuse.

Pre-authorization does not guarantee the payment of benefits for your inpatient admission. Each claim is subject to medical policy review, in accordance with the exclusions and limitations contained in the Policy, as well as a review of eligibility, adherence to notification guidelines, and benefit coverage under the student Accident and Sickness Plan.

Pre-authorization of Non-Emergency Inpatient Admissions, Partial Hospitalization:
The patient, Physician or hospital must telephone at least three (3) business days prior to the planned admission or prior to the date the services are scheduled to begin.

Notification of Emergency Admissions:
The patient, patient’s representative, Physician or hospital must telephone within two (2) business days following inpatient (or partial hospitalization) admission.