

A young child with dark hair, wearing a yellow and grey striped long-sleeved shirt and blue jeans, is sitting on a red metal playground structure. The child has a purple bandage with white polka dots on their right forearm. The background is slightly blurred, showing other parts of the playground and a red jacket hanging on a rack.

Simple starts here

Autism spectrum disorder
Making the journey a little easier



Advocates, experts and providers to support employees

It can be challenging to get the right care for autism spectrum disorder (ASD). Our autism advocates can help. So can **applied behavior analysis** (ABA). It's one type of treatment for ASD. And it's part of your employee behavioral health plan.

The right support at the right time

An autism advocate can help your employees find their way. We'll connect them with an advocate who has special training in autism spectrum disorder.

Advocates can help:

- Promote early treatment
- Find and connect employees with an ABA provider in the community
- Ensure the quality and appropriateness of the ABA treatment plan
- Coordinate a variety of behavioral health services

Treatment plans specific to each person

ABA trains parents and caregivers to recognize triggers that lead to harmful behaviors and to apply interactions proactively. And it's considered one of the most effective treatments for this condition.

In addition to autism advocates, we have an in-house team of doctorate-level experts who assess treatment plans. Then, they work with providers to ensure that each plan meets the person's specific needs.



Employee testimonials

"You took a mom who was hopeless and **gave her hope**. You took a family falling apart, and because of the time you spent — which you did not have to — helped put it back together again."

"I have had a painful time finding an ABA program that suits my son's needs. I have been very lost, confused, stressed and sad ... Emily helped me find the **light at the end of the tunnel**. Emily helped me as if she was part of my family, like a sister, not a call rep."

Since ABA is a **covered benefit**, your employees seeking care for ASD now have more treatment options.



Connecting with trained, in-network providers

We can connect your employees with network providers who are certified in ABA. Or they can use our provider search tool on [aetna.com](https://www.aetna.com).

Steps to authorization

After your employee makes an appointment with a network provider, it's just four steps to authorization:

- 1. Request:** We ask the provider to do a functional assessment and create a targeted treatment plan.
- 2. Review:** We check this plan to ensure it's clinically appropriate.
- 3. Approve:** We review requests based on medical necessity criteria and approve services, as appropriate.
- 4. Follow up:** We review treatment progress.



Provider testimonials

"You ... have always returned phone calls and emails in a timely manner, **answered every question** we have ever asked, and also trained us on getting clients authorized and filing claims accurately with Aetna."

"Your ABA department is the most **efficient and hands-on** insurance company of them all! You have efficient member advocacy and the ability to consistently reach out to providers with both delivering and requesting updated information."

"I am **always pleased** when we have a new client with Aetna insurance because I know I have a knowledgeable case manager to speak with."

To learn more, speak with your Aetna® representative.

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