



Provider Education Bulletin

Spring 2025 edition, day 1 of 2

Supporting you — our trusted providers — and your Aetna® patients on their path to better health is always our top priority. We send useful information, tools, tips and resources straight to your inbox. So, you can spend more time focusing on your patients' health.

Stay in the know — and tell a friend

Join our Aetna OfficeLink Updates™ (OLU) provider newsletter distribution list. You'll receive OLU, the provider education bulletin and other educational content.

[Subscribe](#)

As always, we welcome your feedback. Just send your questions, comments and ideas for future articles to NewProviderTraining@Aetna.com.

Thank you for being a part of our network.



Today's news

Changes to our online webinars and how to find Availity® Help and Training.



Tomorrow's news

Answers to questions you've told us are top-of-mind.

Training webinar updates

We recently evaluated on-demand and live training options hosted by Availity®.

You may have noticed that we removed our Working with Aetna on Availity, Claims Management on Availity, and Authorizations on Availity webinars from our website. Don't worry. The topics we typically covered in our live webinars are included in on-demand demos and tutorials that the Availity provider portal offers.*

Please check out the courses below to help you navigate the platform and complete your day-to-day tasks. You can find the courses in the Help and Training section on Availity.

- Provider Data Management and Directory Verification — non-payer specific (24 minutes)
- Eligibility and Benefits Inquiry — non-payer specific (25 minutes)
- Patient Cost Estimator — non-payer specific (5 minutes)
- Professional Claim — non-payer specific (15 minutes)
- Facility Claim — non-payer specific (8 minutes)
- Availity Claim Status — non-payer specific (10 minutes)
- Availity Appeals — non-payer specific (9 minutes)
- Referral Submission Training — non-payer specific (5 minutes)
- Auth/Referral Inquiry — non-payer specific (5 minutes)
- Fee Schedules — non-payer specific (3 minutes)

You can also find refreshed, Aetna-specific resource guides in **Availity > Aetna Payer Spaces > Resources**.



We're here for you.

Learn how to do business with us simpler and quicker.

Just attend our **Doing Business with Aetna** webinar on the [second Tuesday](#) or [third Wednesday](#) of each month from 1:00 PM to 2:15 PM ET. Ask questions and get answers on the spot.

We'll show you how to:

- Locate provider manuals, clinical policy bulletins and payment policies
- Access online transactions such as those related to eligibility, benefits, precertification, and claim status/disputes
- Locate Availity® Help and Training
- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

*Availity® is available only to providers in the U.S. and its territories.

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Stay in the know

Making cultural competency and health equity a priority can help improve your patients' overall health care experience and drive positive health care outcomes.

Our cultural competency training video will tell you how to access free online educational resources to help improve communication and service-delivery strategies.

[Watch the video](#)

As always, we welcome your feedback. Just send your questions, comments and ideas for future articles to

NewProviderTraining@Aetna.com.

Thank you for being a part of our network.



Today's news

Answers to questions you've told us are top-of-mind.

Q: I need an updated provider manual.

We update our provider manuals — the Office Manual for Health Care Professionals and the Office Manual Supplement (all states) — annually.

You can always find them on our [Provider Manuals](#) page, and we also run a regular article about them in the quarterly Aetna OfficeLink Updates™ (OLU) provider newsletter.

Q: Can I get more updates to medical policies?

We publish medical policy updates in the quarterly OLU (in the important policy updates section) and sometimes in the monthly OLU. You can also always refer to [past newsletters](#) and the [Clinical Policy Bulletins](#) page.

Q: I'm confused about when to use Availity® versus Aetna.com.*

Attend our [Doing business with Aetna® — new provider onboarding](#) webinar, which covers this topic. The webinar is available to our existing providers and staff members on the [second Tuesday](#), and [third Wednesday](#) of each month from 1:00 PM to 2:15 PM ET.

Q: How can I confirm that my provider profile is up to date?

You can verify that your provider profile is up to date by searching your profile in our [provider referral directory](#) and our [Medicare provider referral directory](#). We also have a helpful [Provider Data Management quick reference guide \(PDF\)](#) that provides guidance about how to update your provider demographics. Please remember that keeping your provider profile updated helps patients find you and schedule appointments.

Q: I need to know more about credentialing.

Please make sure the following information is up to date in Council for Affordable Quality Healthcare (CAQH) to ensure timely completion of credentialing:

- CAQH ProView application is in “Re-attestation” or “Initial Application Complete” status.
- Aetna® is listed as an authorized health plan.
- CAQH ProView includes current provider Professional Liability Insurance policy information.
- CAQH ProView has all active service locations listed for the state for which the practitioner is requesting participation.
- CAQH ProView includes an active/current DEA and an active/current state license for every state in which the practitioner has active service locations.

The credentialing timeline

Providers interested in participating start by visiting [Aetna.com](#) and clicking on [Working with us > Join our network](#). After that, they proceed through the following schedule:

Welcome to Aetna.com (1 to 30 days)

- Complete the request for participation.
- Providers will be notified via email if we intend to pursue a contract or if we are unable to accept you into our networks.

Contracting (30 to 60 days)

- The local network operations team will reach out to you to begin the contracting process, if required.
- The contract is an electronic document that must be signed through the Adobe Sign process. Please sign and return the contract through Adobe Sign.

Credentialing (60 to 90 days)

- Once Network receives your signed contract, they'll request that the credentialing process get started.
- For most states, we use CAQH to obtain your credentialing application.
- Make sure all data is up to date.

Contracting (90 to 120 days)

- Once you have been approved in the credentialing process, Aetna will countersign and return your final contract via email through Adobe Sign.
- Aetna systems will reflect your participation effective date, and Aetna members will be able to see your information in the directory. You can now submit claims.

If a request exceeds the timelines above, get in touch by using the numbers below.

- For assistance with a previously submitted request that has exceeded the timelines referenced above, please contact the Aetna Credentialing Customer service department by dialing [1-800-353-1232 \(TTY: 711\)](#).
- For assistance with your CAQH credentialing application, please contact CAQH directly by dialing [1-888-599-1771](#).
- For assistance with your Arkansas credentialing application, please call the Arkansas State Medical Board by dialing [1-501-296-1951](#).

Important reminders for existing credentialed providers

If you need to update your TIN within the same state, please go to the [Provider Onboarding Center](#). Click on the Existing Provider Resources tab. Then, select the Update Tax ID tile and follow the instructions provided. You do not need to complete a new application.

Q: How can I contact you?

We're here to help. Our service centers can assist you with questions about benefits, claims, appeals, contracted rates, copies of contracts, fee schedules, credentialing status and more. There are multiple ways to reach us.

Email

If you're a health care professional, simply go to the [Contact Aetna](#) page and choose “send us a message.” If none of the topics listed describe what you need assistance with, select “other” and provide more details about your request to help us get back to you sooner. You can also use the Contact Us feature under the Applications tab on Availity®.

Write

If your office is asked to submit records, you can fax or mail them to us.

Fax: **1-859-455-8650**

Mail:

- Aetna PO Box 14079 Lexington, KY 40512-4079 (States — AL, AK, AR, AZ, CA, FL, GA, HI, ID, LA, MS, NC, NM, NV, OR, SC, UT, TN, WA)
- Aetna PO Box 981106 El Paso, TX 79998-1106 (States — CO, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, MT, NE, ND, NH, NJ, NY, OH, OK, PA, RI, SD, TX, VA, VT, WI, WV, WY)

Call

For questions or requests on behalf of your patients, you can connect with us using the phone numbers below.

- Medicare medical and dental plans: [1-800-624-0756 \(TTY: 711\)](#)
- Non-Medicare plans (includes Individual & Family Plans): [1-888-632-3862 \(TTY: 711\)](#)
- Non-Medicare dental plans: [1-800-451-7715 \(TTY: 711\)](#)
- Network and credentialing support: [1-800-353-1232 \(TTY: 711\)](#)

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