



## Provider education bulletin

December 2021 edition, day 1 of 2

### Welcome to our provider education bulletin — winter edition

Dear health care providers,

Supporting you, our trusted providers, and your Aetna® patients on their path to better health is always our top priority. And our quarterly provider education bulletin helps make working with us simpler. So you can focus on what matters most — your patients.

In this edition, we'll show you how enhancements to our electronic tools makes your day-to-day tasks a breeze so that you can get more time back in your day.

- **Today's edition — adding a nonparticipating provider to our network just got easier**  
Our Provider Onboarding Center makes adding a new medical or behavioral health provider simple and quick.
- **Tomorrow's edition — help us stay in the know by updating your demographics**  
The provider data management (PDM) tool on Availity® now captures even more of your demographic data and changes. This helps us keep our directory current. And it helps patients find and connect with you for care.

We sincerely hope you've found value in the information we've provided in each edition. As we close out our inaugural year of this publication, we want to hear from you. So, we're asking you to complete this [brief survey](#) and tell us what topics you'd like us to highlight in 2022.

As always, thank you for being a part of our network.

## Topic of the day

Adding a new medical or behavioral health provider to our network just got easier

### What you need to know

Are you submitting a request for participation for a solo medical or behavioral health nonparticipating provider? Or are you adding a nonparticipating provider to an existing contracted medical or behavioral health group? No worries. Our **Provider Onboarding Center** makes it as easy as 1-2-3.

### How to get started

Go to the [Provider Onboarding Center](#) and follow these simple steps:

**Step 1:** Select "I want to join the Aetna network."

**Step 2:** Select "Medical and Behavioral Health" from the "Type of Request for Participation" menu.

**Step 3:** Enter your Type 1 NPI number.

**Step 4:** Select "New Request for Participation" and follow the onscreen prompts to complete all required fields.

### Time-saving tips

- Complete your CAQH® ProView application prior to completing your request for participation in the Provider Onboarding Center. Your CAQH ProView application must be in "re-attestation" or "initial application complete" status. And Aetna must be designated as an authorized health plan that can access your CAQH application.
- CAQH exceptions for Washington and Arkansas providers only: Washington requires applicants to submit credentialing applications via the Medversant portal. Arkansas requires physicians (MD/DO) to submit credentialing applications via the Arkansas Medical Board's

CVO (ARCCVS). Please complete your credentialing application in the applicable portal prior to starting a request for participation in the Provider Onboarding Center.

- If you are a group with multiple providers, you'll need to submit a separate request for participation for each provider.
- Take note of your Request ID. You'll need this if you choose to complete the application later or if you need a status update from our provider contact center.

### **Next steps**

A Network representative will contact you within 30 days to begin contracting. After we receive your signed contract, we'll retrieve your credentialing application and begin credentialing. Once we make a credentialing decision, your contract will be finalized. We'll email you a countersigned copy along with your effective date and provider identification number (PIN). You'll also receive a welcome kit that includes helpful resources for managing your relationship with us.

### **Important reminders for existing credentialed providers**

If you need to update your TIN within the same state, please go to **Provider Onboarding Center > Existing Provider Resources > Update Tax Identification Number** and follow the instructions provided. You do not need to complete a new application.

If you are requesting to participate in a different state, please [complete a new application](#) in the Provider Onboarding Center.

## **We're here for you**

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- Submit a precertification and check the status of pending requests
- Dispute a claim online

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