



AETNA BETTER HEALTH[®] OF VIRGINIA

Commonwealth Coordinated Care Plus (CCC Plus)

aetna[®]

Join Our Provider Network

We take great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service.

For all MLTSS providers, we are currently accepting applications

To join our network, contact us and we will send you a contracting packet

Email: AetnaBetterHealth-VAProviderRelations@aetna.com

Phone: 1-800-279-1878, option 6

For CMHRS prior authorizations please fax to:

Fax: 1-866-669-2454 (Residential services continue to be managed by Magellan)

If you are an ARTS provider

- First, review the DMAS website and ensure you have obtained the necessary ARTS documentation and qualification
- Then, contact us at NetworkDevelopment-VAContact@aetna.com to request a network participation packet

Care Coordinator

- Conducts Health Risk Assessments
- Work together with the member's physician, and Care Plan team to execute physician recommended care
- Encourage members to be involved in their care plan

Community Health Worker

- Deployed through the community in each region
- Link members to safe housing, local food markets, access to health care services, transportation, and other service
- Provide members with valuable resources

Peer Support Specialist

- Support mental health and substance use issues
- Work with Care Coordinator and Member to access the Addiction and Recovery Treatment Services (ARTS)

Long Term Support Services

Prior Authorization Process

LTSS service authorizations

- Contact the member's clinical care coordinator to initiate an authorization
- The care coordinator is your single point of contact

Non-LTSS authorizations

Please call Member services at 1-855-652-8249, option 7

LTSS Authorization Submission

You may submit prior authorization requests to us 24-hours-a-day, 7-days-a week
By using one of the steps below:

- Secure Web Portal (Only for In-Network Providers)
- Fax: **1-855-661-1828**
- Phone: **1-855-652-8249**

For Specific CCC Plus LTSS Care Management Questions

Please contact

Stephanie Hargan
Manager, Clinical Health Services
Phone 959-299-6312
Email: HarganS@aetna.com



How To Submit & Check Status of Claims

Payer ID
128VA



Electronically
changehealthcare.com/login



By mail
Aetna Better Health of Virginia
P.O. Box 63518
Phoenix, AZ 85082-3518

Check status of a claim

1. Visit www.aetnabetterhealth.com/virginia
2. Select “For Providers”
3. Login to our provider portal
4. Under “Tasks,” choose “Claims search”

Questions?

1-855-652-8249