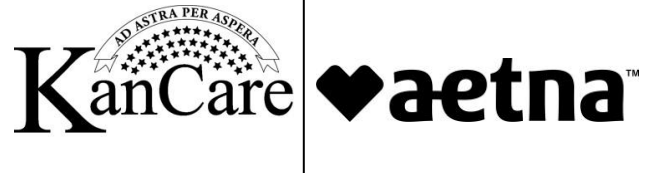


Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210



Aetna Better Health® of Kansas Continuity of Care, Member Record Documentation

Dear Providers,

To support member Continuity of Care and Care Coordination, Aetna Better Health of Kansas is asking that providers participate in the process, by ensuring the members' records contain all applicable information. Below is a list of required items that providers should include in the member record:

Care from other Providers:

Providers should ask members if they have received care elsewhere. If care has been received elsewhere, providers should have contact with other service providers. This communication should be documented in the member record.

Test Results and Follow Up:

All test results should be acknowledged. The provider should have follow-up of all results and inform the member of the results. The follow-up should be documented by the provider.

Consult and Referrals

Providers need to include in consult or referral notes that the consult occurred. If a referral is given, providers need to include evidence that the referral took place. In the member record, there needs to be evidence of continuity of care in the provider setting.

For more information regarding Care Coordination, please refer to the Provider Manual at [2023 ABH Kansas Provider Manual \(aetnabetterhealth.com\)](#). Thank you for your continued participation in the Aetna Better Health of Kansas network.

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: providerexperience_ks@aetna.com