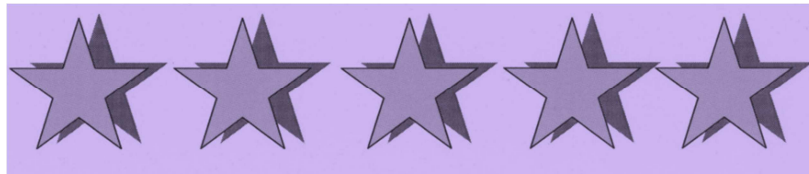




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# INFO BLAST

Date: October 25, 2019  
To: Aetna Better Health® of West Virginia Practitioners and Providers  
From: Provider Relations Department  
Subject: ►► PROVIDER ALERT ◄◄  
Aetna Better Health® of West Virginia – *Important Information*  
Pages: 2 – Including Cover



We have added important information to our provider website. Visit the website at [www.aetnabetterhealth.com/westvirginia/providers](http://www.aetnabetterhealth.com/westvirginia/providers), click on *Document Library* on the left hand side then click on *Provider News*. The following information has been added:

- 2019 Member Satisfaction Results
- 2019 Medical Record Review Results
- 2020 Important Information for Practitioners and Providers, which includes information on:
  - Appointment Access Requirements
  - Utilization Management – how to contact UM, how decisions are made, and how to obtain criteria
  - Population Health and Integrated Care Management Programs
  - Who to contact for pharmacy questions
  - Member Rights & Responsibilities
  - Family Planning and Direct Access to Women’s Health
  - Advanced Directives
  - Importance of Continuity and Coordination of Care
  - Clinical Practice Guidelines
  - Second Opinions, Out of Network Care, and Hours of Operation Parity
  - How to report suspected Fraud and Abuse

Your updated Provider Manual is also available on our provider website.

If you do not have internet access, please contact your Provider Relations Representative for a printed copy of anything on our website.

Thank you,

Provider Relations Department