In October 2021, Aetna Better Health of Kentucky began working with an external credentialing verification organization. Our CVO has now created the Kentucky Health Alliance (KHA). The Alliance was created with the goal of reducing the need for multiple enrollment and credentialing forms for participation across multiple Medicaid Managed Care Organizations, including Aetna.

We have implemented two new Universal Provider Enrollment Forms for participation: Practitioner instructions/application and the Facility application. These forms are now live and can be found on our website under the "Credentialing" section.

➢ Practitioner Application Form: <u>Instructions for Enrollment and Credentialing (aetnabetterhealth.com)</u>

➢ Facility Application Form: <u>Facility, HealthCare Delivery Organizations, Long Term Special Services Credentialing and Recredentialing Application Instructions (aetnabetterhealth.com)</u>

The following forms did not change, and you should continue to use them as they apply.

➢ Hospital Based Application Form: <u>Hospital Based Form.pdf (aetnabetterhealth.com)</u>

➢ Provider Information Update/Change Form: <u>Provider Change or Update Form 100121 (aetnabetterhealth.com)</u>

Reminder: Verisys will access your practitioner's **CAQH application** to complete credentialing. Please be sure that those are complete, re-attested each time a change is made, and that you have authorized *Aetna Better Health of Kentucky* to access the CAQH application.

Also, remember to re-attest their CAQH applications periodically so that they remain current for their recredentialing events as well. Verisys will utilize the Credentialing Contacts listed within CAQH if more information is needed to complete their review.

As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for our Aetna Better Health of Kentucky Members.