Aetna MLTSS Duals Specialty Program (MDSP)
PO Box 818051
CLEVELAND OH 44181-8051

October 29, 2026

Aetna® Provider notice: Important guidance to support continuity of care for MLTSS waiver members

Dear Valued Provider,

This notice is to inform you of upcoming changes effective January 1, 2027. Full benefit dual eligible members not enrolled in a FIDE SNP who receive **managed long term services and supports** (**MLTSS**) will receive waiver services through the **Aetna MLTSS Duals Specialty Program (MDSP)**. We wanted to share guidance to support members through continuity of care and help prevent any unnecessary disruption in waiver services.

Each new MDSP member will receive a 90-day continuity of care period upon **initial** enrollment. As a result, prior authorization approval will not be required for waiver services for the first 90 days of an MDSP member's initial enrollment. Providers may continue to bill for eligible waiver services during the continuity of care period without a new authorization.

Please note: Prior authorization approval for waiver services will be required **after the first 90 days** once the MDSP member's continuity of care period ends. Please use the continuity of care period to obtain needed authorizations by sending requests to: ILFIDECM@AETNA.com

Please continue to bill for services provided in accordance with applicable billing requirements. Continuing to bill for services supports the care of members during the transition period and prevents disruption in receiving waiver services.

Important: *You may have a patient who is transitioning into Aetna MLTSS Duals Specialty Program (MDSP). Please continue to check eligibility and follow all applicable billing requirements and documentation.*

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New claims submissions

Aetna encourages participating providers to electronically submit claims through Availity Please use the following Payer ID 26337 when submitting claims. Claims must be filed on a valid claim form and submitted within timely filing. Or mail the claims to:

Aetna MLTSS Duals Specialty Program (MDSP)

PO Box 982970

El Paso, TX 79998

Thank you for your participation in the Aetna MDSP network. If you have general questions about this communication, please contact our provider experience department at **1-866-600-2139 (TTY: 711)**.

Sincerely,

Provider Experience Department

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