

**Aetna Better Health Premier Plan MMAI**  
7400 W. Campus Road  
New Albany, OH 43054



December 19, 2024

## **Aetna Better Health Premier Plan MMAI Provider Contact – Prior Authorizations**

Dear Valued Provider,

Aetna Better Health Premier Plan MMAI has noticed some inconsistencies as it pertains to prior authorizations. We're sending this reminder to make it an easier transition of care for our patients when transferring facilities. We are noticing missing information as we are receiving new prior authorizations. Please ensure the following information is attached to the coversheet when faxing a prior authorization:

- Person of contact
- Phone number
- Fax Number

Adding this information will limit time for decisions and create a clear line of communication. If you have any questions for Aetna Better Health Premier Plan MMAI regarding this notice, please contact your provider liaison or Provider Services at **1 - 866-600-2139**.

Thank you for your continued participation in the Aetna Better Health Premier Plan MMAI network.

Sincerely,  
Aetna Better Health Premier Plan MMAI  
Provider Experience Department

### **Questions?**

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

**By Phone:** 1-866-600-2139 (TTY: 711)

**By Email:** [COEProviderServices@aetna.com](mailto:COEProviderServices@aetna.com)