



Aetna Better Health<sup>®</sup>  
of Kentucky

# NETWORK NOTICE

Date:	November 5, 2024
To:	All Network Providers
From:	Provider Experience
Subject:	Edifecs CRA Program Update
	Aetna-2026

## **Edifecs CRA Program Update:**

Aetna Better Health of Kentucky is focused on helping our members receive the specific care they need at the time they need it. We are also focused on helping providers ensure that the care they provide to the plan's members is completely, accurately, and efficiently reported and submitted within the provider's existing submission workflow.

With focus on the goals above, Aetna Better Health is working with Edifecs to enable a pre-adjudication claims completeness examination solution called "CRA." Edifecs and Aetna Better Health of Kentucky recently mailed out letters to select medical practices that would be included in the program. That letter indicated the program would begin on November 11th, 2024. Aetna Better Health of Kentucky has decided to delay the production date until **February 1st, 2025**, to ensure it accuracy and effectiveness within the EDI gateway.

## **How does the Provider Benefit from Edifecs CRA?**

For the provider, the CRA solution brings another opportunity for awareness of their patient's medical history and ensures a line of sight to the accuracy of their billing practices within the medical office. The solution may also reduce some of the administrative rework associated with the existing health plan's chart review process that frequently occurs to maximize health plan quality standards and measures.

For addition information about the program, including a "Question and Answer" resource visit:

<https://help.edifecsfedcloud.com/CRAEducationCenter/Content/Home.htm>

If there are additional CRA program related questions, visit [www.AetnaBetterHealth.com](http://www.AetnaBetterHealth.com) and select your state to be guided to your state specific Provider Services Call Center.

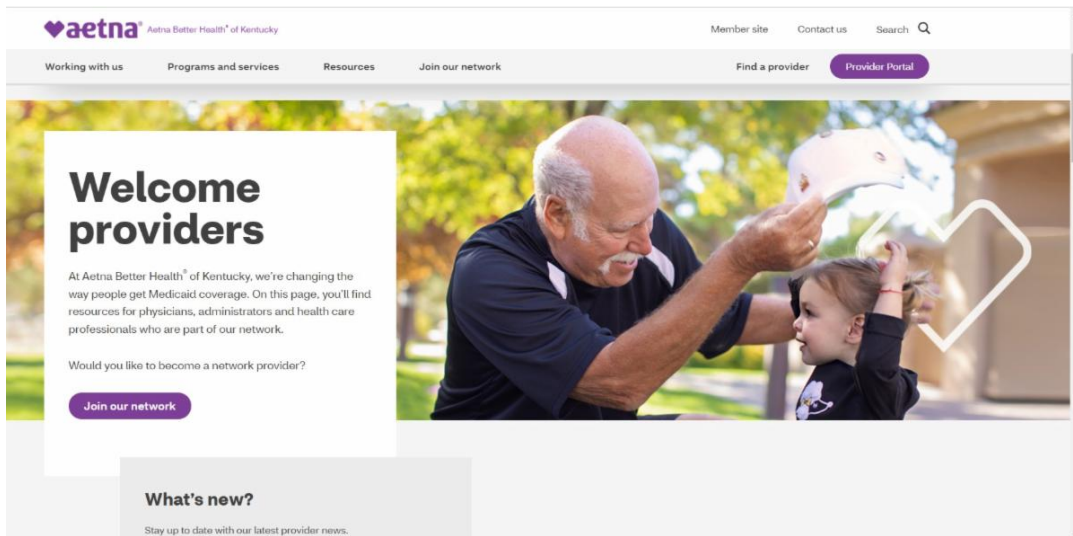
Finally, for those few providers that requested to opt out of the CRA program, we have preserved the information that was submitted, and no further action is needed by your medical practice.



## Health Plan Website

The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website

Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://www.aetnabetterhealth.com/Kentucky)



## Still have questions?

Take advantage of our [CONTACT US WEB FORM](#). This form allows you to share the right information from the start, so you don't have to spend valuable time tracking down the help you need. As an added benefit for us both, we have ensured that any request or inquiry made through this form is routed to the appropriate department.

<https://www.aetnabetterhealth.com/kentucky/providers/contact-us.html>

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

[Network Relations Contact Information.pdf \(aetnabetterhealth.com\)](#)

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



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