

FAX

To: All Aetna Better Health of Louisiana Providers

Date: November 28, 2016

Attention: All Aetna Better Health of Louisiana Providers

Credentialing Changes

We are in the middle stages of implementing some changes to our credentialing process. These changes are to ensure our members are receiving quality care from our providers. And to ensure our providers are properly credentialed and receiving the benefits of being contracted and credentialed with Aetna Better Health of Louisiana in a timely manner. Our changes are as follows and applicable to new provider credentialing and recredentialing:

1. **CAQH:** Please complete your Credentialing Council for Affordable Quality Health Care (CAQH®) application and reattest at least every 90 days. The credentialing process is easier and faster when a complete application (including initial attestation or reattestation) is available on the CAQH® web portal.
 - a. If your provider has begun a CAQH application (with you or a previous employer) that CAQH application must be completed and attested to before we can initiate credentialing for the provider. Unfortunately, our credentialing entity will not allow us to submit a provider for credentialing using the Louisiana Standardized Credentialing Application if the provider has already begun a CAQH application.
2. **OIG Form:** Aetna Better Health of Louisiana *Provider & Subcontractor Disclosure of Ownership & Controlling Interest Worksheet*. To comply with Federal law (42 CFR 455.100–106), health plans with Medicaid business must obtain certain information about the ownership and control of entities with which the health plan contracts for services for which payment is made under the Medicaid program.

For questions, please contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and **selecting option 2 then option 6**.

Thank you,
Aetna Better Health of Louisiana

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