Topic: New Behavioral Health Respite Provisional status

Effective: 12/1/2026

Purpose: The purpose of this communication is to inform new and existing independent providers and agencies of the requirements, processes, and expectations associated with Behavioral Health Respite Provisional Status.

Overview: Aetna Better Health of Ohio - OhioRISE has implemented a new process for any new or existing independent provider or agency seeking to add the Behavioral Health Respite (BHR) specialty to their record within the Provider Network Management (PNM) system.

Upon notification that the Behavioral Health Respite (BHR) specialty has been added to a provider's (Provider Network Management) PNM record, the provider will be placed in Provisional Provisional Status is a temporary review period up to 90 days during which OhioRISE validates the Provider's eligibility to deliver Behavioral Health services.

While in Provisional Status, providers may not bill for or receive reimbursement for Behavioral Health Respite (BHR) services. Once the review is complete, the provider will receive written notification of the outcome. Providers whose requests are approved will be contacted regarding next steps, including any requirements necessary to begin providing and billing for BHR services. Providers whose requests are denied or require additional information will receive written notification outlining the reason for the determination and any next steps if applicable.

Providers interested in providing Behavioral Health Respite (BHR) services must contact the OhioRISE Network Team at **ohrise-network@aetna.com**. Upon contacting the team, providers will be connected with their assigned Network Relations Consultant or Manager to discuss next steps, if applicable.

OhioRISE Network Relations Team