

Aetna Better Health of Ohio
7400 W. Campus Road
New Albany, OH 43054



MyCareOhio
Connecting Medicare+Medicaid

December 19, 2024

Aetna Better Health of Ohio Provider Contact – Prior Authorizations

Dear Valued MyCare of Ohio Provider,

Aetna Better Health of Ohio 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 of Ohio regarding this notice, please contact your provider liaison or Provider Services at **1-855-364-0974**.

Thank you for your continued participation in the Aetna Better Health of Ohio network.

Sincerely,
Aetna Better Health of Ohio
Provider Experience Department

Questions?

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

By Phone: 1-855-364-0974 (TTY: 711)

By Email: COEProviderServices@aetna.com