

Aetna Better Health® of Pennsylvania
2000 Market Street Ste. 850
Philadelphia, PA 19103



October 15, 2018

AETNA BETTER HEALTH® OF PENNSYLVANIA
AETNA BETTER HEALTH KIDS®

Consultations Performed Using Telemedicine

Dear Aetna Better Health Provider,

As a reminder, Aetna Better Health of Pennsylvania covers telehealth services to assist our members with receiving healthcare services in accordance with the Department of Human Services (DHS) guidelines. Telehealth is a care delivery alternative that supports and complements traditional face-to-face visits for both medical and behavioral care.

The telehealth program seeks to improve our member's health by permitting real-time interactive communication between the member, their primary care provider, care team or other skilled practitioner when an in-person visit is not in the patient's best interest.

For more information on the telemedicine program or determining feasibility for the use of telecommunication technology, providers may reference information in the [Medical Assistance Bulletin # 09-12-31, 31-12-31, 33-12-30](#).

Questions?

We're here to help. Please contact our Provider Relations department at **1-866-638-1232**.

Sincerely,

Provider Experience

Aetna Better Health, Aetna Better Health Kids