



Provider Enrollment & Credentialing Application Submission (Individual Providers)

Effective June 1, 2020 Aetna Better Health of Pennsylvania and Aetna Better Health Kids are streamlining the submission process for provider enrollment and credentialing applications. Practices currently contracted with Aetna Better Health can now enroll new providers by submitting an application in any of these three easy ways:

- **Online Application on our website**
 - <https://www.aetnabetterhealth.com/pennsylvania/providers/join-our-network>
- **Fax**
 - 1- (860) 754-5435
- **Email**
 - MedicaidProviderRelations@aetna.com

After you submit the Practitioner Application Screening form, here are the next steps you can expect:

- An acknowledgement notice will be sent within 10 days confirming receipt of application
- Clean applications received will move forward in the credentialing process
- An in-process notice will be sent 30 days after receipt of a clean application
- An effective date notice will be sent after credentialing has been completed (~ 60 days)
(Par Effective Dates assigned are the 1st or the 15th of the month)

Please ensure that applications are completed accurately and in its entirety to avoid any delay in processing. An incomplete notice will be sent for an application that has missing or invalid data.

Please allow 60 days for the completion of the above steps. Providers should refrain from scheduling appointments with Aetna Better Health or Aetna Better Health Kids members until notification of your participation effective date is received.

If you have any questions, please call Provider Relations at 1-866-638-1232.

Sincerely,

Aetna Better Health of Pennsylvania