Aetna Better Health® of Virginia
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Aetna Better Health® of Virginia

Notification to Non-Participating Addiction and Recovery Treatment Services (ARTS) Providers Regarding Requirement to Credential by January 1, 2027

Dear Provider:

We are outreaching providers who are not currently participating in-network with Aetna Better Health of Virginia and who are also providing Addiction and Recovery Treatment Services (ARTS) to our members.

Beginning **January 1, 2027,** we will begin to deny requests from non-participating providers for ARTS services.

Providers who are interested in contracting with Aetna Better Health of Virginia may submit their W-9, NPI-1, and NPI-2 to the Network Management team at NetworkDevelopment-VAContact@Aetna.com. A member of our team will contact you within three business days. Please note that enrollment with DMAS does not guarantee contracting with Aetna Better Health. Contracts are offered based on member and network needs.

Please be aware that the following cities and counties are currently closed to new providers: Alexandria City, Arlington, Charles City, Chesapeake City, Chesterfield, Colonial Heights City, Fairfax, Fairfax City, Falls Church City, Hampton City, Henrico, Hopewell City, Newport News City, Norfolk City, Petersburg City, Poquoson City, Portsmouth City, Prince George, Richmond City, and Surry.

Questions?

For questions or for providers who are interested in contracting with Aetna Better Health, contact Provider Relations at **1-800-279-1878 (TTY: 711)**.

Aetna Better Health of Virginia

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