

Aetna Better Health® of Virginia (HMO D-SNP)
7400 W. Campus Road
New Albany, Ohio 43054



*******PROVIDER ALERT*******

Dear Valued Provider,

Please be aware of the changes made to the prior authorization contact numbers for the Aetna Medicare Assure Premier HMO D-SNP, Aetna Better Health of Virginia HMO D-SNP and Aetna Medicare Assure Value HMO D-SNP.

For members enrolled in any of the above plans, please utilize the following contact numbers for prior authorization:

Telephone number: 855-463-0933

Fax number: 833-280-5224

Additionally, requests may be submitted via our web-based portal, Availity. Please contact the Provider Experience Team for more information.

Web portal: <https://www.aetnabetterhealth.com/virginia-hmosnp/providers/portal>

Virginia DSNP prior authorization hours are 8 am- 5pm EST Monday through Friday.