

Aetna Update Effective July 1, 2023

Purpose of this communication:

- To notify providers contracted to service Aetna and Coventry (Aetna) members of changes to processes related to service registrations and authorizations, claims, and coordination of services with CareCentrix.

What do I need to know?

- Aetna will transition home health services supported by CareCentrix effective July 1, 2023.
- Aetna or their delegate will communicate directly with providers they intend to recruit to join their network.
- This change does not impact any other health plan clients and will not affect your provider agreement with CareCentrix.
- CareCentrix is committed to ensuring that members continue to receive the care they need when they need it, and we look forward to our continued partnership as we transition the care of impacted Aetna members to Aetna or their delegate.
- Additional information related to this change will be distributed as soon as available.

What do I need to do?

- Review and respond to any further communications received directly from Aetna or their delegate regarding participation in their home health program (beginning July 1, 2023).
- If you have additional questions regarding this change, you can contact your dedicated Provider Relations contact. If you are unsure of who your Provider Relations contact is, please email NetworkManagement@CareCentrix.com.

Thank you in advance for your cooperation and continued partnership.