

**Aetna Better Health® of Kansas**  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210



# Aetna Better Health® of Kansas 2024 Provider Manual

The 2024 Provider Manual is now available on the provider website at [Materials and Forms for Providers | Aetna Medicaid Kansas \(aetnabetterhealth.com\)](#).

This Provider Manual serves as a guide to the policies and procedures governing the administration of Aetna Better Health and is an extension of and supplement to the Provider Agreement between Aetna Better Health and contracted practitioners and providers delivering health care service(s) to our members.

The Provider Manual offers information on many topics, including, but not limited to the following areas:

- Important Contact Information
- Provider Responsibilities
- Covered Services
- Behavioral Health
- Member Rights
- Eligibility and Enrollment
- EPSDT
- Concurrent review
- Quality Management
- Pharmacy Management
- Advanced Directives
- Claims and Billing
- Reconsiderations, Appeals, and Grievances
- Fraud Waste and Abuse
- Member Abuse and Neglect

Thank you for your continued participation in the Aetna Better Health of Kansas network.

## **Questions?**

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: [ProviderExperience\\_KS@aetna.com](mailto:ProviderExperience_KS@aetna.com)