

March 2021

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) introduces a new, dedicated email contact to ensure timely assistance to providers in locating specialists for our enrollees.

Effective 04/05/2021, providers can email findaABHspecialist@aetna.com for assistance in finding specialists who can address specific enrollee needs while also considering availability, ratio, distance, and appointment times, as required by the Louisiana Department of Health.

Our experienced, knowledgeable, provider network staff will respond to emails sent to findaABHspecialist@aetna.com within 72-hours, except for emergency cases, giving providers real-time access to a specialist.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.