

Important Notice

Aetna® Medicare FIDE (HMO D-SNP) Provider Notice: Keeping your information current

May 5, 2026

Updating your provider record is important because it helps identify disparities and improve healthcare outcomes. Keeping your information current can help develop appropriate education programs and community outreach initiatives. Our health plan needs to ensure our members receive their screenings and follow-up care. To do so, we need to make sure our providers have the most accurate information displayed in our directory. This also helps ensure that you receive timely payment, communications, reminders and more.

Updating your provider data info

Need to update your information? The best way to do so is to get in touch with us. You can request to make updates to your information, including:

- New service locations for an existing contracted TIN
- Change of name, address, phone number, fax and office hours
- Race/Ethnicity, Languages spoken, Interpreting services
- Specialty, hospital affiliations, board certifications and other details

Just complete these steps:

1. Email: COEProviderServices@AETNA.com

In your email, be sure to include:

- a. A copy of your W-9, if applicable. If you're contracted as a group, send a group W-9. Otherwise, just an individual W-9
- b. Ask us for a Provider Change Request (PCR) form

2. Complete the PCR form

After you receive your PCR form, be sure to:

- a. Complete all required fields within the PCR form
- b. Please be sure to indicate the change in information
- c. Email the form back to us

After you send us your materials and information, we'll process the change or contact you for more details.

We're here to help

If you have general questions about this communication, please contact our Provider Services Department 1-855-676-5772.

Sincerely,
Aetna Medicare FIDE (HMO D-SNP)
Provider Experience