



Aetna Better Health<sup>®</sup> of Texas

## Provider Notification: Provider Engagement updated email address

Aetna Better Health of Texas (ABH TX) would like to let you know that we have updated the email address providers can use to reach our Provider Engagement team.

### What's Changing

The **ABHTXCredentialing@Aetna.com** email address, which may have been mentioned in previous communications, **will sunset as of June 12, 2026**. We kindly ask that you begin using the updated email address below.

### New Provider Experience Contact Email

**[ABHTXProviderEngagement@Aetna.com](mailto:ABHTXProviderEngagement@Aetna.com)**

We hope you'll find this email address helpful for:

- Questions about the provider experience
- Provider outreach and engagement support
- Training and education requests
- Help with navigating ABH TX processes or resources
- Non-urgent, non-claims support requests

### Next Steps for Providers

- If you can, please update your records with the new contact email.
- Feel free to share this update with your office staff and billing teams.

We truly appreciate your ongoing partnership with Aetna Better Health of Texas.

Sincerely,

Provider Engagement Team.

[Aetnabetterhealth/Texas](https://www.aetnabetterhealth.com/Texas)

APN7750200-86-01  
2026-05-06