



Aetna Better Health[®]
of Virginia

Joining Aetna's network has been simplified! Any provider not yet participating in the Aetna Better Health of Virginia network will first need to enroll with the Department of Medical Assistance Services (DMAS) using their Medicaid Enterprise System (MES) Provider Services Solution (PRSS). Aetna Better Health will then be alerted of your request to join our network. Just visit virginia.hppcloud.com to get started.

All Medicaid managed care network providers must enroll through PRSS to satisfy and comply with federal requirements in the 21st Century Cures Act. In-Network providers must be successfully enrolled in PRSS in addition to being credentialed and contracted with Aetna Better Health of Virginia. In-network providers must enroll all NPIs and service locations and must also revalidate their enrollment at least every 5 years in PRSS.

Contact the PRSS Provider Enrollment Helpline at (804) 270-5105 or (888) 829-5373 and Provider Enrollment email address at vamedicaidproviderenrollment@gainwelltechnologies.com. You can find helpful training resources on the MES website. <https://vamedicaid.dmas.virginia.gov/training/providers>

Aetna Better Health periodically reviews our Medicaid network for optimization as we evolve to meet the needs of our members. Once we receive a request to join the network, if the tax identification number the provider is billing through is not yet contracted, a member of our contracting team will reach out to discuss the process of becoming an Aetna Better Health of Virginia network provider.

Once a contractual relationship exists with Aetna Better Health of Virginia, a new provider application is deemed complete within thirty (30) days of receiving the application, unless Aetna Better Health has provided notice that the application is not complete; further, we will approve or deny new provider applicant credentialing applications within sixty (60) days of receiving a completed application. We will process/pay claims for services rendered during the period of a pending application no later than 40 days after the provider applicant is credentialed and contracted.

In addition to completing the Aetna Better Health of Virginia credentialing application, Behavioral Health/Atypical Facilities must **also** complete the additional documentation found within the application.

We look forward to working with you and your staff. Thank you for considering participation in our network.

Questions? You can call Provider Relations at [1-800-279-1878](tel:1-800-279-1878) (TTY: [711](tel:711)). We're here for you Monday through Friday, 8 AM to 6 PM. Use this form to ask about enrollment, claims and



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more:

<https://medicaidportal.aetna.com/mcainteractiveforms/ProviderForms/ProviderRequestForm.aspx?p=VA>

For a complete list of our contact information, download the [quick reference guide \(PDF\)](#).