



5/2025

Criminal Background Screening Policy

Attention Aetna Providers:

Providers must conduct criminal background checks for employees before they start and every three years thereafter. Existing employees need checks at the policy's start date and every three years after. Providers must inform employees about the process and any adverse impacts, maintain records, provide them to Aetna annually and undergo annual audits.

Please be aware of the following requirements:

- Initial and Periodic Checks: Complete criminal background checks before an employee starts and every three years thereafter.
- Existing Employees: Conduct checks at the policy's start date and every three years after.
- Employee Disclosure: Inform employees about the screening process and any adverse impacts on employment.
- Record Keeping: Maintain documentation of all screenings, including dates, results, and actions taken.
- Annual Availability: Provide screening records to Aetna upon request annually.
- Annual Audits: Aetna will audit providers yearly to ensure compliance.

For questions, contact Provider Relations at AetnaBetterHealth-
VAProviderRelations@Aetna.com.