



Provider Education Bulletin

Summer 2026 edition, day 1 of 2

Supporting you — our trusted providers — and your Aetna® patients on their path to better health is always our top priority. And our quarterly provider education bulletin helps make working with us simpler. We send useful information, tools, tips and resources straight to your inbox. So you can spend more time focusing on your patients' health.

Stay in the know — join our distribution list

You and your team can stay informed by joining our Aetna® OfficeLink Updates™ (OLU) provider newsletter distribution list. Simply complete our [online form](#). We'll send the monthly and quarterly editions of OLU, the provider education bulletin and other educational content directly to your inbox.

As always, we welcome your feedback

Just send your comments and ideas for future articles to NewProviderTraining@Aetna.com.

Thank you for being a part of our network.



Today's news

We're highlighting the ways you can improve your relationship with your patients and get noticed for it.



Tomorrow's news

We're highlighting our Behavioral Health Appointment Timeliness and After-Hours Availability Standards and how we're supporting neurodivergent children and their families through our partnership with Tilt Parenting.

Responsive care can help your practice

You can improve your relationship with your patients by taking simple steps, such as directing patients to interpretation services and registering for Continuing Medical Education (CME) courses.

Our commitment

To demonstrate our commitment to meeting all NCQA standards and ensuring that member access to care is available and satisfactory, each year we ask members about in-network providers' ability to meet their needs. We do this through the Consumer Assessment of Healthcare Providers and Systems (CAHPS). We use the responses to monitor, track and improve members' experiences.

Language

Members with limited English proficiency have access to translation and interpretation services. Members also have access to TTY/TDD services for the hearing impaired.

Your Aetna® patients can access interpreter services by calling the number on the back of their ID card. There's no charge for this interpretation service.

Earn a Care Champion badge for your provider profile

We're committed to ensuring that everyone has a fair opportunity to be as healthy as possible.

Our [clinical educational hub](#) includes courses on topics to help improve member engagement and access. You can earn a digital Care Champion badge for your provider profile in three clinical areas of focus. Claim a badge after completing the free, on-demand, accredited courses and we'll add it to your profile. Aetna members will also see it in our provider directories.

Courses include:

- [Culturally Responsive Care](#)
- [LGBTQ+ Responsive Care](#)
- [Culturally Responsive PCP Behavioral Health Care](#)

To earn a badge, you'll need to:

1. Complete the Foundational Activity course
2. Complete a role-specific course
3. Complete the therapeutic-area-specific courses



We're here for you.

Learn how to do business with us simpler and quicker.

Just attend our [Doing Business with Aetna](#) webinar on the second Tuesday or third Wednesday of each month from 1:00 PM to 2:30 PM ET. Ask questions and get answers on the spot.

We'll show you how to:

- Locate provider manuals, clinical policy bulletins and payment policies
- Access online transactions such as those related to eligibility, benefits, precertification, and claim status/disputes
- Locate Availity® Help and Training
- Access our online forms
- Navigate to our provider referral directory and Medicare directory
- Update your provider data, and much more

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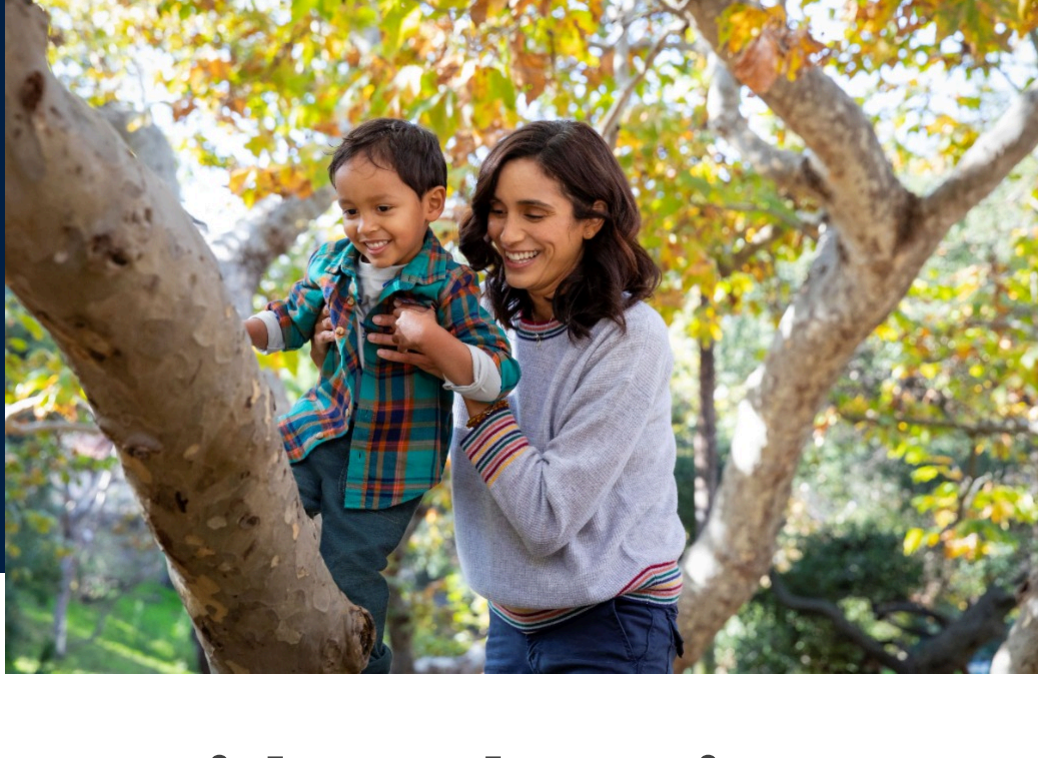
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Provider Education Bulletin

Summer 2026 edition, day 2 of 2

This is day two of our provider education summer series. Today's edition focuses on our Behavioral Health Appointment Timeliness and After-Hours Availability Standards and how we're supporting neurodivergent children and their families through our partnership with Tilt Parenting. So you can get back more time in your day and focus on your patients' care.

We're committed to bringing useful information straight to your inbox. The goal is to help you — our trusted health care providers and staff — stay in the know about processes, guidelines and workflows to better serve our members and get paid faster.

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Today's news

We're highlighting our Behavioral Health Appointment Timeliness and After-Hours Availability Standards and our partnership with Tilt Parenting.

Aetna® behavioral health appointment timeliness and after-hours availability standards

We want to ensure timely access to care and safety for our members. We conduct annual surveys of our Behavioral Health (BH) network providers to assess compliance.

Appointment timeliness standards

Each BH care provider must schedule appointments with members, at a minimum, within the following timeframes:

- Emergency/urgent care: Must be seen immediately (or referred to emergency room/urgent care/crisis center, as appropriate)
- Symptomatic/non-urgent acute care: Within seven business days
- Routine and preventive care: Within ten business days
- Follow-up care:
 - Non-prescribers of medication: Within three weeks
 - Prescribers of medication: Within five weeks

After-hours availability standards

Each BH care provider must have, at a minimum, a voicemail system in place 24 hours a day, 7 days a week, that directs patients to go to the nearest emergency department and/or call 911/988 in a crisis.

Please see the [Network Participation Criteria Manual](#) for the most up-to-date information about these standards.

We thank you for keeping these measures in place to ensure the safety of your patients and clients. For any questions about this information, please email the [Behavioral Health Quality Management team](#).

Aetna partners with Tilt Parenting to support neurodivergent children and their families

[Tilt Parenting](#) is “an educational resource, podcast, consultancy, and community with a focus on positively shifting the way neurodifferences in children are perceived, experienced, and supported, and supporting parentings raising differently wired™ kids so these exceptional kids can thrive in their schools, in their families, and in their lives.”¹ We are proud to partner with Tilt Parenting to offer our members access to the following:

- Educational courses
- Podcasts featuring experts in the field
- Articles and handouts
- Resources

During the past several decades, research on Autism Spectrum Disorder (ASD), Attention-Deficient Hyperactivity Disorder (ADHD) and other conditions that fall under the umbrella of neurodiversity have increased. According to a study conducted between 2019 and 2020, 8.5% of children and adolescents have ADHD, 6.4% have learning disabilities and 2.9% have ASD.² For the adults raising these children, it is critical for them to have support to ensure successful outcomes.

¹[Tilt Parenting](#). Accessed May 22, 2026.

²National Library of Medicine. [Prevalence of neurodevelopmental disorders among US children and adolescents in 2019 and 2020](#).

November 4, 2022. Accessed May 22, 2026.



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