aetna®

Provider education bulletin

December 2021 edition, day 1 of 2

Welcome to our provider education bulletin — winter edition

Dear health care providers,

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. So you can focus on what matters most — your patients.

In this edition, we'll show you how enhancements to our electronic tools makes your day-to-day tasks a breeze so that you can get more time back in your day.

- **Today's edition — adding a nonparticipating provider to our network just got easier**

Our Provider Onboarding Center makes adding a new medical or behavioral health provider simple and quick.

- **Tomorrow's edition — help us stay in the know by updating your demographics**
  The provider data management (PDM) tool on Availity® now captures even more of your demographic data and changes. This helps us keep our directory current. And it helps patients find and connect with you for care.

We sincerely hope you've found value in the information we've provided in each edition. As we close out our inaugural year of this publication, we want to hear from you. So, we're asking you to complete this **brief survey** and tell us what topics you'd like us to highlight in 2022.

As always, thank you for being a part of our network.

Topic of the day

Adding a new medical or behavioral health provider to our network just got easier

What you need to know

Are you submitting a request for participation for a solo medical or behavioral health nonparticipating provider? Or are you adding a nonparticipating provider to an existing contracted medical or behavioral health group? No worries. Our **Provider Onboarding Center** makes it as easy as 1-2-3.

How to get started

Go to the **Provider Onboarding Center** and follow these simple steps:

Step 1: Select "I want to join the Aetna network."

Step 2: Select "Medical and Behavioral Health" from the "Type of Request for Participation" menu.

Step 3: Enter your Type 1 NPI number.

Step 4: Select "New Request for Participation" and follow the onscreen prompts to complete all required fields.

Time-saving tips

- Complete your CAQH® ProView application prior to completing your request for participation in the Provider Onboarding Center. Your CAQH ProView application must be in "re-attestation" or "initial application complete" status. And Aetna must be designated as an authorized health plan that can access your CAQH application.
- CAQH exceptions for Washington and Arkansas providers only: Washington requires applicants to submit credentialing applications via the Medversant portal. Arkansas requires physicians (MD/DO) to submit credentialing applications via the Arkansas Medical Board's CVO (ARCCVS). Please complete your credentialing application in the applicable portal prior to starting a request for participation in the Provider Onboarding Center.

- If you are a group with multiple providers, you'll need to submit a separate request for participation for each provider.
- Take note of your Request ID. You'll need this if you choose to complete the application later or if you need a status update from our provider contact center.

Next steps

A Network representative will contact you within 30 days to begin contracting. After we receive your signed contract, we'll retrieve your credentialing application and begin credentialing. Once we make a credentialing decision, your contract will be finalized. We'll email you a countersigned copy along with your effective date and provider identification number (PIN). You'll also receive a welcome kit that includes helpful resources for managing your relationship with us.

Important reminders for existing credentialed providers

If you need to update your TIN within the same state, please go to **Provider Onboarding Center > Existing Provider Resources > Update Tax Identification Number** and follow the instructions provided. You do not need to complete a new application.

If you are requesting to participate in a different state, please **complete a new application** in the Provider Onboarding Center.

We're here for you

Stay in the know about our ongoing learning opportunities

Learn how to do business with us quicker and simpler

Just attend one — or all — of our monthly live, instructor-led webinars. Ask questions and get answers on the spot.

We'll show you how to:

- Access online tools and resources
- Verify patient eligibility and benefits
- Find claims status and payment tools
- Submit a precertification and check the status of pending requests
- Dispute a claim online

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Provider education bulletin

December 2021 edition, day 2 of 2

This is day two of our provider education bulletin — winter series. Today's edition highlights how the provider data management (PDM) tool on Availity® can help make your demographic data adds and changes a breeze. So, our directory stays current and patients can find you with ease.

We sincerely hope you've found value in the information we've provided in each edition.

As we close out our inaugural year of this publication, we want to hear from you. So, we're asking you to complete this **brief survey** and tell us what topics you'd like us to highlight in 2022.

Topic of the day

The PDM tool on Availity makes adding and updating your provider demographics a breeze

Our provider portal on Availity

The Aetna® provider portal on Availity helps you spend less time on administration so you can focus more on patient care. You get a one-stop portal to quickly perform the key functions you do every day.

You can:

- Submit claims
- Get authorizations and referrals
- Check patient benefits and eligibility
- Upload medical records and supporting documentation
- File claims reconsiderations and appeals
- Update your provider demographic information

Provider data management tool (PDM)

The PDM tool on Availity allows you to add and update information about yourself and your organization. Keeping information about your practice both current and accurate helps our members find and connect with you for care. Updating in the PDM tool means you can share information with Aetna and other payers, which can reduce phone calls to your office.

Here's what you can do

The PDM tool is a multi-payer tool that gives you the ability to add or update your demographic information for Aetna and other health care plans you do business with on Availity. **Aetna does not support every available field within the PDM tool.** The fields we do support are listed below. When you submit your changes using the PDM tool, they are applied to our provider database and directory.

Give it a try! Once logged in to Availity, go to **My Provider > Provider Data Management**.

PDM field	Type 1 Individual Physician	Type 2 Facility
Primary address indicator	Yes	Yes
Service location address	Yes	Yes
Provider name	Yes	Use the **Provider Data Submission form** on Aetna.com
Appointment phone	Yes	Use the **Provider Data Submission form** on Aetna.com
Accepting new patients	Yes	Use the **Provider Data Submission form** on Aetna.com
Specialty	Yes	Use the **Provider Data Submission form** on Aetna.com
Handicap accessibility	Yes	Yes
Office hours	Yes	Yes
NPI	Yes	Yes (beginning December 2021)
Gender	Yes	Use the **Provider Data Submission form** on Aetna.com
Language	Yes	Use the **Provider Data Submission form** on Aetna.com
Board certification	Yes	Use the **Provider Data Submission form** on Aetna.com
Education/degree	Yes	Use the **Provider Data Submission form** on Aetna.com
Hospital affiliation	Yes	Use the **Provider Data Submission form** on Aetna.com

Office staff language	Yes	Yes
Email	Yes	Yes
Practice name	No	Yes
Telemedicine indicator	Yes	Yes
Ethnicity	Yes	No

For more information regarding the PDM tool, please go to **Availity > My Providers > Provider Data Management** and select "Watch a demo" at the top of the page. Or, simply reach out to our provider contact center by using the Contact Us feature under the Applications tab of the Aetna Payer Space on Availity.

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