



Contact Information

State	DSNP Provider Manuals	Patient Care Management	Mailbox	View/download your patients' HRAs and ICPs through our secure member/provider portal
FL	FL Provider Manual	1-877-691-8138 (TTY:711)	MCRDSNP@aetna.com	careplanregistry.com
GA	GA Provider Manual	1-866-613-4977 (TTY:711)	MCRDSNP@aetna.com	careplanregistry.com
KS	KS Provider Manual	1-800-727-9712 (TTY:711)	MCRDSNP@aetna.com	careplanregistry.com
LA*	LA Provider Manual	1-888-360-6626 (TTY:711)	MCRDSNP@aetna.com	aetna-prd.assurecare.com/provider/
MO	MO Provider Manual	1-800-727-9712 (TTY:711)	MCRDSNP@aetna.com	careplanregistry.com
OH	OH Provider Manual	1-800-260-3166 (TTY:711)	OH_DualPreferred_ProviderServices@aetna.com	aetnabetterhealth.com/ohio-hmosnp/providers/portal
PA	PA Provider Manual	1-877-691-8138 (TTY:711)	MCRDSNP@aetna.com	careplanregistry.com
TX	TX Provider Manual	1-800-371-8614 (TTY:711)	TX_DualCore_ProviderServices@aetna.com	aetnabetterhealth.com/texas-hmosnp/providers/portal
VA	VA Provider Manual	1-855-463-0933 (TTY:711)	AetnaBetterHealthVA-CaseManagement@aetna.com	aetnabetterhealth.com/virginia-hmosnp/providers/portal
View our provider newsletters.				

*LA: change to MedCompass occurs(ed) on 9/1/19.