

## MCO Directory by Region

**AETNA – Updated 04/15/2024**

Health Plan Payer ID: 128VA

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Authorizations	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>
Credentialing	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Authorizations	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Amanda Henry 959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	Amanda Henry 959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	Amanda Henry 959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>

**AETNA - Health Plan Payer ID: 128VA Updated 04/15/2024**

<b>Hospice</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
Contracting	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Notifications- Authorizations	Colleen West                      540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>	Colleen West                      540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>	Colleen West                      540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Teresa Johnson                      959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson                      959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson                      959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>
<b>Hospice</b>	<b>Roanoke/Alleghany</b>	<b>Southwest</b>	<b>Northern/Winchester</b>
Contracting	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Notifications- Authorizations	<a href="mailto:AetnaCCCPlusLOC@AETNA.com">AetnaCCCPlusLOC@AETNA.com</a>	<a href="mailto:AetnaCCCPlusLOC@AETNA.com">AetnaCCCPlusLOC@AETNA.com</a>	<a href="mailto:AetnaCCCPlusLOC@AETNA.com">AetnaCCCPlusLOC@AETNA.com</a>
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Amanda Henry                      959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	Amanda Henry                      959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	Amanda Henry                      959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>

**AETNA - Health Plan Payer ID: 128VA Updated 04/15/2024**

<b>LTSS</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
Contracting	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Authorizations	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>  Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>  Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>  Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>
<b>LTSS</b>	<b>Roanoke/Alleghany</b>	<b>Southwest</b>	<b>Northern/Winchester</b>
Contracting	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249  Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Authorizations	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>  Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>  Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a>  Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>
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Care Coordination	Amanda Henry 959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	Amanda Henry 959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	Amanda Henry 959-230-3801 <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>

<b>DME AT and EM</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: <a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a>
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Authorizations	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a> Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a> Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a> Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>
Claims	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249
Care Coordination	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	Teresa Johnson 959-230-3904 <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>
<b>DME AT and EM</b>	<b>Roanoke/Alleghany</b>	<b>Southwest</b>	<b>Northern/Winchester</b>
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Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Authorizations	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a> Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a> Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>	Colleen West 540-684-8438 <a href="mailto:Westc1@aetna.com">Westc1@aetna.com</a> Consumer Direction Authorizations <a href="mailto:aetnaconsumerdirection@aetna.com">aetnaconsumerdirection@aetna.com</a>
Claims	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249

**AETNA - Health Plan Payer ID: 128VA Updated 04/15/2024**

Care Coordination	Amanda Henry <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	959-230-3801	Amanda Henry <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	959-230-3801	Amanda Henry <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	959-230-3801
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<b>DD Waivers Residential Providers</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>			
Care Coordination	Teresa Johnson <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	959-230-3904	Teresa Johnson <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	959-230-3904	Teresa Johnson <a href="mailto:JohnsonT23@aetna.com">JohnsonT23@aetna.com</a>	959-230-3904
Escalation Contact	Angela Anthony <a href="mailto:AnthonyA@Aetna.com">AnthonyA@Aetna.com</a>	540-597-4640	Angela Anthony <a href="mailto:AnthonyA@Aetna.com">AnthonyA@Aetna.com</a>	540-597-4640	Angela Anthony <a href="mailto:AnthonyA@Aetna.com">AnthonyA@Aetna.com</a>	540-597-4640
<b>DD Waivers Residential Providers</b>	<b>Roanoke/Alleghany</b>	<b>Southwest</b>	<b>Northern/Winchester</b>			
Care Coordination	Amanda Henry <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	959-230-3801	Amanda Henry <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	959-230-3801	Amanda Henry <a href="mailto:HenryA1@aetna.com">HenryA1@aetna.com</a>	959-230-3801
Escalation Contact	Angela Anthony <a href="mailto:AnthonyA@Aetna.com">AnthonyA@Aetna.com</a>	540-597-4640	Angela Anthony <a href="mailto:AnthonyA@Aetna.com">AnthonyA@Aetna.com</a>	540-597-4640	Angela Anthony <a href="mailto:AnthonyA@Aetna.com">AnthonyA@Aetna.com</a>	540-597-4640

**AETNA - Health Plan Payer ID: 128VA Updated 04/15/2024**

<b>ARTS</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
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Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>	Credentialing Inquiry for Providers Fax: 844-230-8829 <a href="mailto:vacredentialing-aetna@aetna.com">vacredentialing-aetna@aetna.com</a>
Authorizations	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 <a href="mailto:ratliffs@aetna.com">ratliffs@aetna.com</a>	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 <a href="mailto:ratliffs@aetna.com">ratliffs@aetna.com</a>	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 <a href="mailto:ratliffs@aetna.com">ratliffs@aetna.com</a>
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
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ARTS	Roanoke/Alleghany	Southwest	Northern/Winchester
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Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
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