

MCO Directory by Region

AETNA- Health Plan Payer ID: 128VA Updated 6/1/22

Nursing facility	Tidewater	Central	Charlottesville/Western
The Contracting	<p>Network Mailbox: NetworkDevelopment-VAContact@AETNA.com</p> <p>Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com</p>	<p>Network Mailbox: NetworkDevelopment-VAContact@AETNA.com</p> <p>Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com</p>	<p>Network Mailbox: NetworkDevelopment-VAContact@AETNA.com</p> <p>1- Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com</p>
Credentialing	<p>Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com</p>	<p>Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com</p>	<p>Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com</p>
Authorizations	<p>Colleen West 540-684-8438 Westc1@aetna.com</p>	<p>Colleen West 540-684-8438 Westc1@aetna.com</p>	<p>Colleen West 540-684-8438 Westc1@aetna.com</p>
Claims	<p>Claim Inquiry for Providers 855-652-8249 follow prompts</p>	<p>Claim Inquiry for Providers 855-652-8249 follow prompts</p>	<p>Claim Inquiry for Providers 855-652-8249 follow prompts</p>
Care Coordination	<p>Teresa Johnson 959-230-3904 JohnsonT23@aetna.com</p>	<p>Teresa Johnson 959-230-3904 JohnsonT23@aetna.com</p>	<p>Teresa Johnson 959-230-3904 JohnsonT23@aetna.com</p>
Nursing facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	<p>Network Mailbox: NetworkDevelopment-VAContact@AETNA.com</p> <p>Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com</p>	<p>Network Mailbox: NetworkDevelopment-VAContact@AETNA.com</p> <p>Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com</p>	<p>Network Mailbox: NetworkDevelopment-VAContact@AETNA.com</p> <p>Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com</p>

Credentialing	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com
Authorizations	Colleen West 540-684-8438 Westc1@aetna.com	Colleen West 540-684-8438 Westc1@aetna.com	Colleen West 540-684-8438 Westc1@aetna.com
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 HenryA1@aetna.com	Amanda Henry 959-230-3801 HenryA1@aetna.com	Amanda Henry 959-230-3801 HenryA1@aetna.com

AETNA- Health Plan Payer ID: 128VA Updated 6/1/22

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	1- Network Mailbox: NetworkDevelopment-VAContact@AETNA.com 1- Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	1- Network Mailbox: NetworkDevelopment-VAContact@AETNA.com 1- Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com
Notifications- Authorizations	Katrinka Pauley pauleyk@aetna.com 804-241-7805	Katrinka Pauley pauleyk@aetna.com 804-241-7805	Katrinka Pauley pauleyk@aetna.com 804-241-7805
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 JohnsonT23@aetna.com	Teresa Johnson 959-230-3904 JohnsonT23@aetna.com	Teresa Johnson 959-230-3904 JohnsonT23@aetna.com

Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Relations Call Center: 855-652-8249 Provider	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Notifications- Authorizations	AetnaCCCPlusLOC@AETNA.com	AetnaCCCPlusLOC@AETNA.com	AetnaCCCPlusLOC@AETNA.com
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 HenryA1@aetna.com	Amanda Henry 959-230-3801 HenryA1@aetna.com	Amanda Henry 959-230-3801 HenryA1@aetna.com

AETNA- Health Plan Payer ID: 128VA **Updated 6/1/22**

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	1- Network Mailbox: NetworkDevelopment-VAContact@AETNA.com 1- Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Colleen West 540-684-8438 Westc1@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Colleen West 540-684-8438 Westc1@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Colleen West 540-684-8438 Westc1@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com
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 JohnsonT23@aetna.com	Teresa Johnson 959-230-3904 JohnsonT23@aetna.com	Teresa Johnson 959-230-3904 JohnsonT23@aetna.com

LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	1- Network Mailbox: NetworkDevelopment-VAContact@AETNA.com 1- Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	1- Network Mailbox: NetworkDevelopment-VAContact@AETNA.com 1- Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com

Authorizations	Colleen West Westc1@aetna.com 540-684-8438 Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Colleen West Westc1@aetna.com 540-684-8438 Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Colleen West Westc1@aetna.com 540-684-8438 Consumer Direction Authorizations aetnaconsumerdirection@aetna.com
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 HenryA1@aetna.com 959-230-3801	Amanda Henry HenryA1@aetna.com 959-230-3801	Amanda Henry HenryA1@aetna.com 959-230-3801

AETNA- Health Plan Payer ID: 128VA **Updated 6/1/22**

Community Mental Health Rehabilitation Services	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com 1- Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Colleen West Westc1@aetna.com 540-684-8438	Colleen West Westc1@aetna.com 540-684-8438	Colleen West Westc1@aetna.com 540-684-8438
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 JohnsonT23@aetna.com 959-230-3904	Teresa Johnson JohnsonT23@aetna.com 959-230-3904	Teresa Johnson JohnsonT23@aetna.com 959-230-3904

Community Mental Health Rehabilitation Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com
Authorizations	Colleen West 540-684-8438 Westc1@aetna.com	Colleen West 540-684-8438 Westc1@aetna.com	Colleen West 540-684-8438 Westc1@aetna.com
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 HenryA1@aetna.com	Amanda Henry 959-230-3801 HenryA1@aetna.com	Amanda Henry 959-230-3801 HenryA1@aetna.com

AETNA- Health Plan Payer ID: 128VA **Updated 6/1/22**

DME AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredialing-aetna@aetna.com

Authorizations	Colleen West Westc1@aetna.com 540-684-8438	Colleen West Westc1@aetna.com 540-684-8438	Colleen West Westc1@aetna.com 540-684-8438
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 JohnsonT23@aetna.com 959-230-3904	Teresa Johnson JohnsonT23@aetna.com 959-230-3904	Teresa Johnson JohnsonT23@aetna.com 959-230-3904

DME AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249 Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Colleen West Westc1@aetna.com 540-684-8438	Colleen West Westc1@aetna.com 540-684-8438	Colleen West Westc1@aetna.com 540-684-8438
Claims	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249
Care Coordination	Amanda Henry HenryA1@aetna.com 959-230-3801	Amanda Henry HenryA1@aetna.com 959-230-3801	Amanda Henry HenryA1@aetna.com 959-230-3801
DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Teresa Johnson JohnsonT23@aetna.com 959-230-3904	Teresa Johnson JohnsonT23@aetna.com 959-230-3904	Teresa Johnson JohnsonT23@aetna.com 959-230-3904

Escalation Contact	Debra Wingo WingoD@aetna.com	954-331-6408	Debra Wingo WingoD@aetna.com	954-331-6408	Debra Wingo WingoD@aetna.com	954-331-6408
DD Waivers Residential Providers	Roanoke/Alleghany		Southwest		Northern/Winchester	
Care Coordination	Amanda Henry HenryA1@aetna.com	959-230-3801	Amanda Henry HenryA1@aetna.com	959-230-3801	Amanda Henry HenryA1@aetna.com	959-230-3801
Escalation Contact	Debra Wingo WingoD@aetna.com	954-331-6408	Debra Wingo WingoD@aetna.com	954-331-6408	Debra Wingo WingoD@aetna.com	954-331-6408