

Credentialing Resource Guide



Aetna Better Health[®]
of Oklahoma



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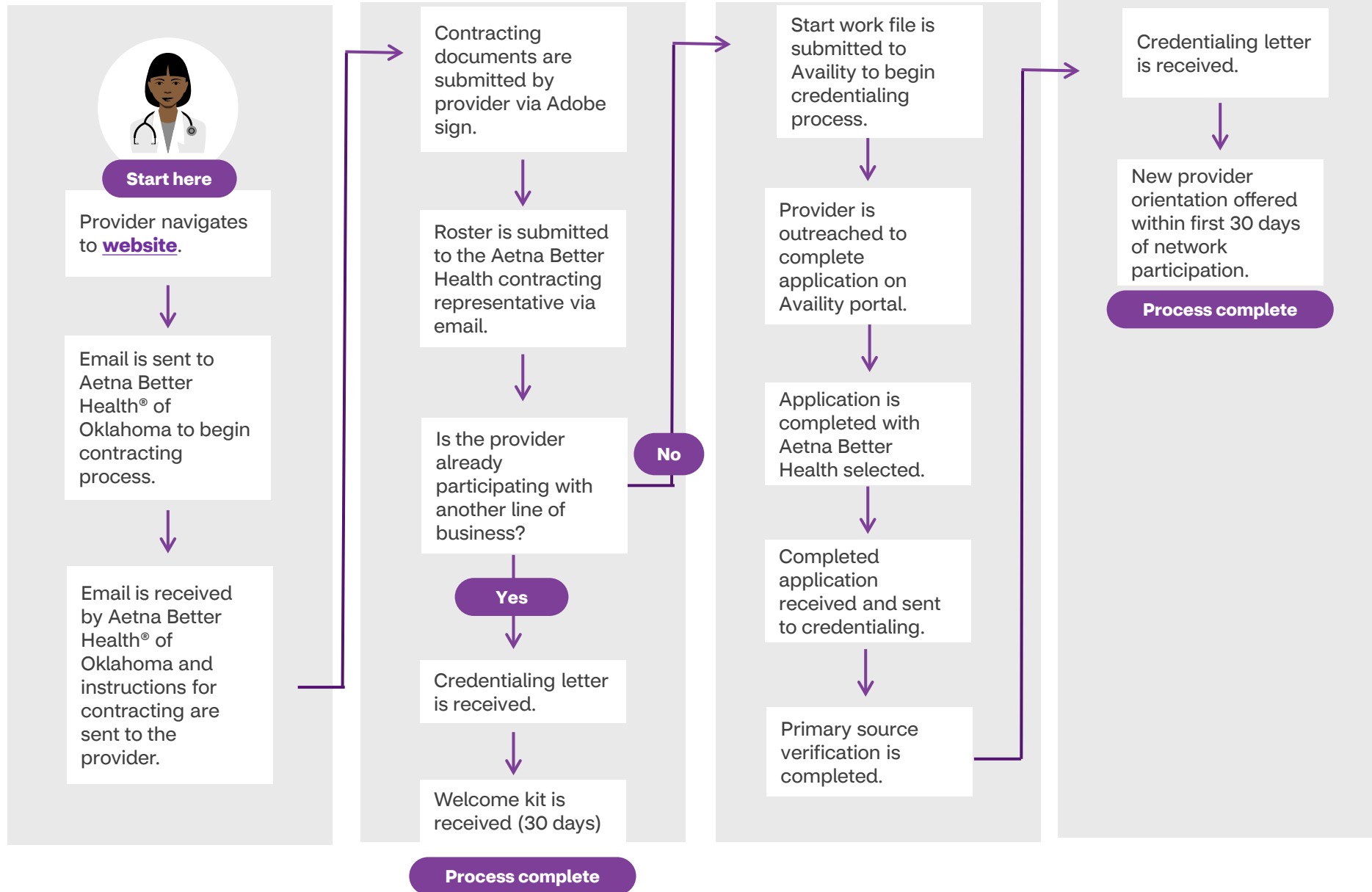
Workflow for providers

Provider process

NOTE: This workflow is not applicable to providers that do not require credentialing.

Providers in this category simply need to submit a roster.

For a complete list of excluded providers, refer to page 14.



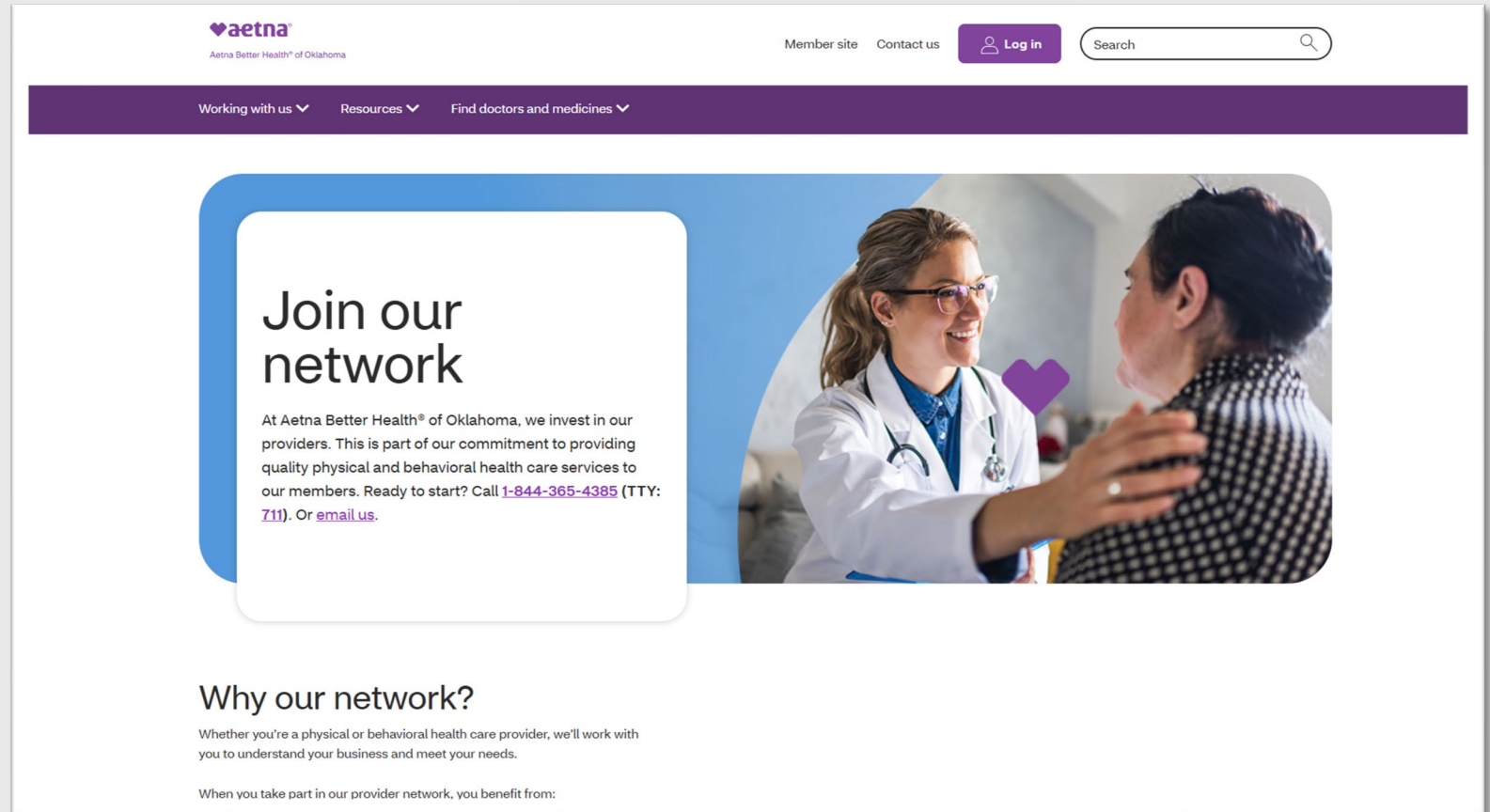
Enroll with OHCA

[Click here](#)

The screenshot shows the OHCA website header with the logo and navigation menu. The breadcrumb trail is "Oklahoma Health Care Authority > Providers > Provider Enrollment". The main heading is "Enrollment". Below this is a table with two columns: "Provider Contracts" and "ATTENTION:". The table contains information about contacting OHCA for questions and reminders for providers to keep their files current.

Provider Contracts	ATTENTION:
<p>If you have questions:</p> <ul style="list-style-type: none">• Call toll free (800) 522-0114, option 5 for Provider Contracts (Hours: 8 a.m. – 5 p.m. Mon., Tues., Thurs., Fri., and 1 – 5 p.m. Wed.)	<p>Please remember that all SoonerCare-contracted providers are responsible for keeping their provider file current.</p>
<ul style="list-style-type: none">• Email us	<p>Please make sure your email address(es), phone number(s) and location are up to date, so you can receive all pertinent OHCA communications. Thank you.</p>

Submitting Aetna Better Health contracting request



The screenshot shows the Aetna Better Health of Oklahoma website. At the top, there is a navigation bar with the Aetna logo, the text 'Aetna Better Health® of Oklahoma', and links for 'Member site', 'Contact us', and 'Log in'. A search bar is also present. Below the navigation bar, there are three menu items: 'Working with us', 'Resources', and 'Find doctors and medicines'. The main content area features a large blue-bordered box with the heading 'Join our network'. To the right of this box is a photograph of a female doctor in a white lab coat with a stethoscope, smiling and talking to a patient. A purple heart icon is overlaid on the photo. Below the heading, the text reads: 'At Aetna Better Health® of Oklahoma, we invest in our providers. This is part of our commitment to providing quality physical and behavioral health care services to our members. Ready to start? Call [1-844-365-4385](tel:1-844-365-4385) (TTY: [711](tel:1-844-365-4385)). Or [email us](#).' Below this, there is a section titled 'Why our network?' with the text: 'Whether you're a physical or behavioral health care provider, we'll work with you to understand your business and meet your needs.' At the bottom of this section, it says: 'When you take part in our provider network, you benefit from:'.

Email us at ABHOKNetworkManagement@Aetna.com

A contract manager will reach out with the necessary documents to complete an agreement.

Submitting a credentialing application

Already credentialed

If the provider is credentialed with Aetna under another line of business (e.g., Commercial or Medicare), no additional credentialing is required.

Not yet credentialed

If the provider is not participating, submit a request through the Availity portal identifying Aetna Better Health of Oklahoma as the intended contracted entity (CE), to begin the credentialing process.

Outreach

Availity will make up to three attempts via email to obtain missing information. Once a clean credentialing submission is received, the information is sent to credentialing team for primary source verification.

Decision

After credentialing is completed and approved, an approval letter will be emailed to the contact on file.



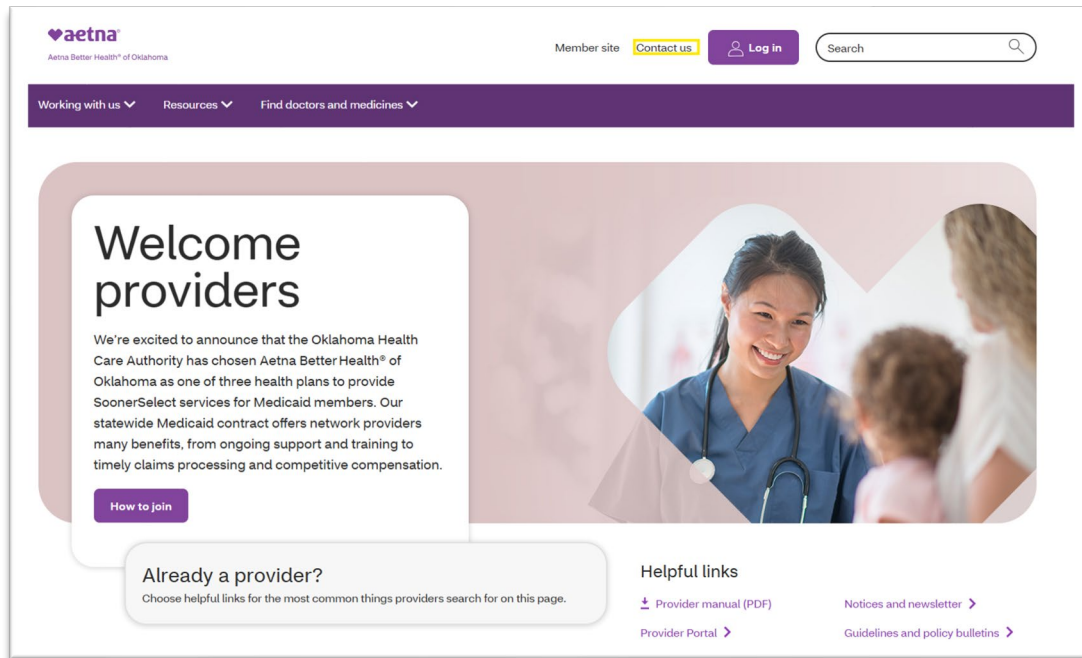
Provider orientation



Have questions?

Find your assigned Provider Experience Representative at: **[Aetna Better Health of Oklahoma Provider Engagement](#)**

Contacting us online



Member site [Contact us](#) [Log in](#) Search

Working with us Resources Find doctors and medicines

Welcome providers

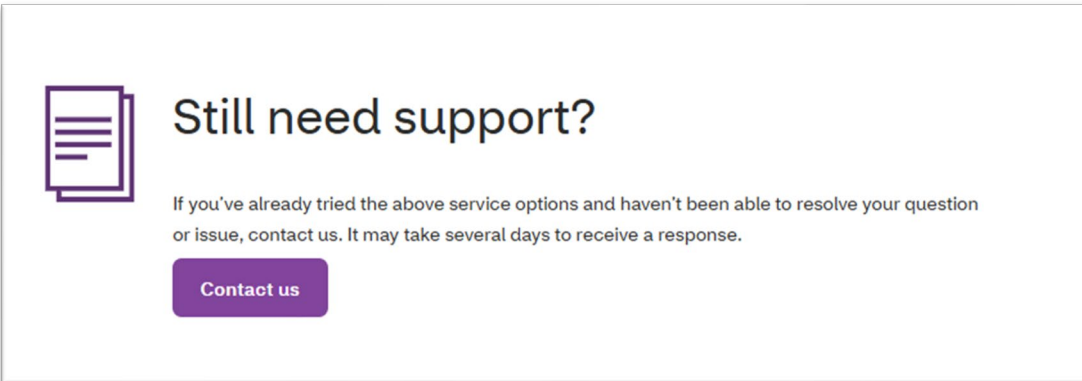
We're excited to announce that the Oklahoma Health Care Authority has chosen Aetna Better Health® of Oklahoma as one of three health plans to provide SoonerSelect services for Medicaid members. Our statewide Medicaid contract offers network providers many benefits, from ongoing support and training to timely claims processing and competitive compensation.

[How to join](#)

Already a provider?
Choose helpful links for the most common things providers search for on this page.

Helpful links

- [Provider manual \(PDF\)](#)
- [Provider Portal](#)
- [Notices and newsletter](#)
- [Guidelines and policy bulletins](#)



Still need support?

If you've already tried the above service options and haven't been able to resolve your question or issue, contact us. It may take several days to receive a response.

[Contact us](#)

- Visit our [website](#) and click “**Contact Us**” at the top of the page.
- Scroll to the bottom and select **still need support**.
- Select the correct inquiry type:
 - **New contract request** – use when a provider or group is seeking to establish a contracted relationship with Aetna Better Health.
 - **Provider enrollment or adds to existing PAR group** – use to enroll new providers to or add providers under an existing agreement with Aetna Better Health of Oklahoma.
 - **Provider demographic data update** – use to submit update to provider information such as address, phone, fax, or cultural competency.
 - **Delegated group updates** – use by an entity with a delegated credentialing agreement to update its provider roster or related data.
 - **Directory maintenance** – use to correct or update provider information displayed in the member-facing provider directory.
- Complete all required fields and upload your W-9 and supporting documents including a copy of the updated roster.
- Submit your request.

New provider groups



Step 1

Enroll with OHCA

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.



Step 2

Submit contracting request

Submit an Aetna Better Health contracting request through the website. A contracting representative will contact you with required documents.



Step 3

Submit credentialing application

Complete credentialing application for providers not already credentialed with another Aetna line of business through the Availity portal.



Step 4

Receive credentialing approval

Respond to any outreach from Availity. Once approved, you will receive a letter confirming the credentialing effective date.



Step 5

Scheduling new provider orientation

Within 30 days of the agreement effective date, a provider engagement network manager will offer to schedule an orientation and provide the executed agreement.



Contracting and credentialing overview

Adding providers to existing contracts

Step 1

Enroll with OHCA

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.

Step 2

Submit updated Aetna Better Health roster

Submit an updated Aetna Better Health roster for the group through the Aetna Better Health of Oklahoma website.

Step 3

Submit credentialing application

Complete credentialing applications for providers not already credentialed for another line of business through the Availity portal. Availity will follow-up if additional information is needed.

Step 4

Receive credentialing approval

Respond to any outreach from Availity. Once approved, you will receive a letter confirming the credentialing effective date.

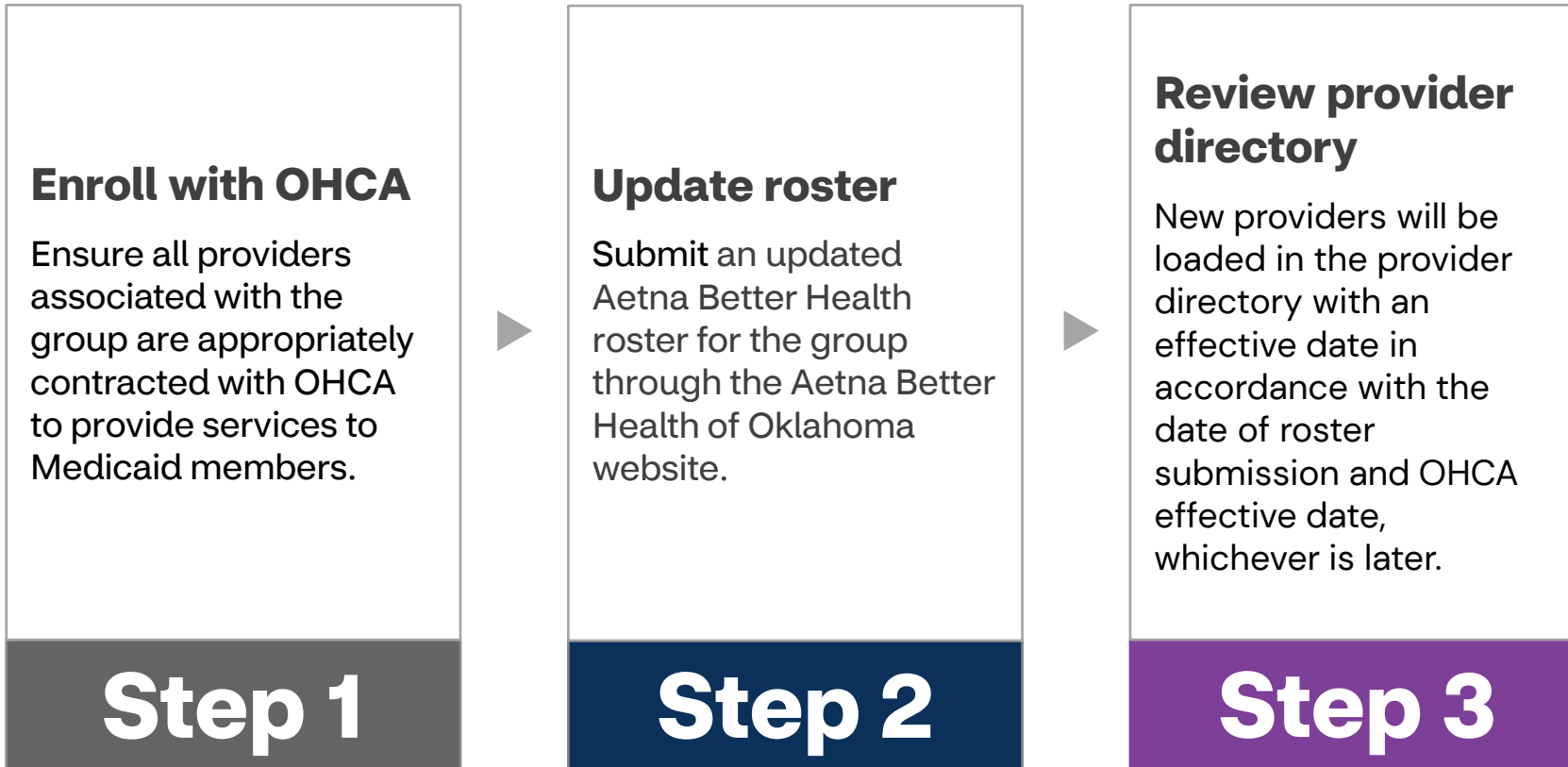


Notes

Providers who have previously credentialed with another Aetna lines of business:

- Providers credentialed under another Aetna line of business **do not** need to complete a new application through Availity
- A credentialing letter will be issued confirming the last approval date
- Providers must re-credential within their existing credentialing cycle

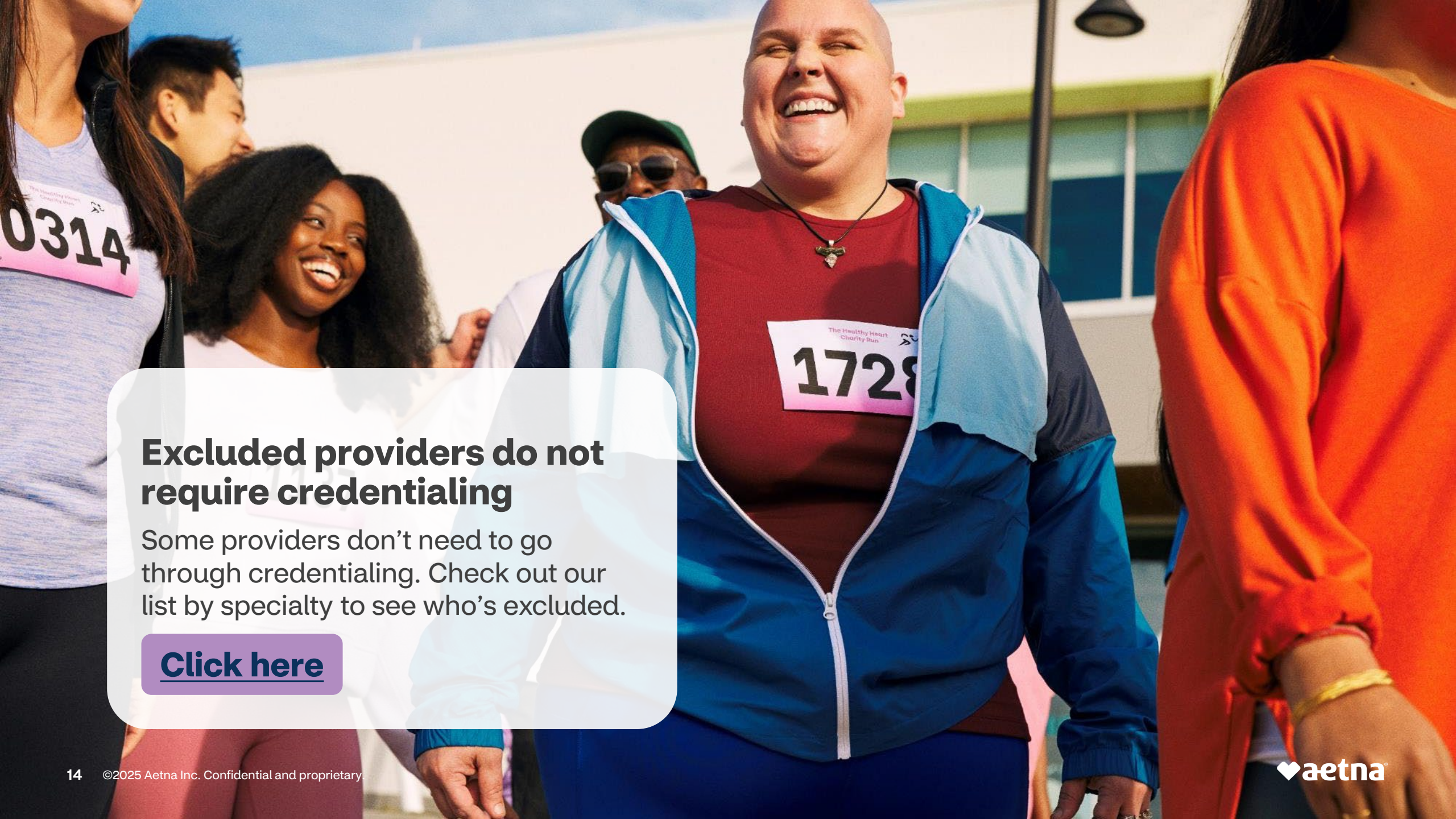
Adding providers to delegated groups



Provider roster clarifications

When adding a provider to an existing group:

- Ensure you are using the Aetna Better Health provided roster template for submissions.
- All updates should reflect in the state file before submitting to Aetna Better Health. Examples include, but are not limited to:
 - Servicing locations
 - Specialty updates
 - Name changes, etc.
- Include only the providers on the roster submissions that require addition or updates.
 - Only submit new groups that have not been previously provided to Aetna Better Health; do not resubmit full rosters that have already been sent, *except for **net new groups***.



Excluded providers do not require credentialing

Some providers don't need to go through credentialing. Check out our list by specialty to see who's excluded.

[Click here](#)

PC Provider Credentialing Rhett Kayla Bartlett

- ✓ Personal Information
- ✓ Service Locations
- ✓ Services & Practice Limitations
- ✓ Licenses & Identifiers
- ✓ Medical Education
- ✓ Hospital Affiliations & Privileges
- ✓ Work History
- ✓ Disclosures
- ✓ Attachments
- 10 Attestation

Attachments

Required Attachments ?

Attach a Current Professional Liability Insurance Face Sheet

✓ Hpsolinsurance1.jpg applied

[Preview](#) | [Delete](#)

➕ Add File

➕ Attach a New File

Browse

Select From Existing Files

Attach a License Certificate - Psychiatric Mental Health Nurse - 6271841

✓ Sample OK License Cert.jpg applied

[Preview](#) | [Delete](#)

➕ Add File

➕ Attach a New File

Browse

Select From Existing Files

Optional Attachments ?

Attach a DEA Registration Certificate

✗ File not applied

➕ Add File

➕ Attach a New File

Browse

Select From Existing Files

Uploading your roster

Upload your roster during the application process in Availity.

Find a provider

Can't find your doctor? We're here for you. Call Member Services at 1-844-365-4385 (TTY: 711). We add to our provider list daily.

Looking for pharmacies or vision providers? Just scroll down to "Find local care." Note that you'll get your dental benefits from another plan.

[← Back](#)

Tell us what you're looking for

Fill out this form to find providers and health care services near you.

ZIP CODE *

I do not know the ZIP code

You'll need to fill out the provider/facility name OR special

PROVIDER / FACILITY NAME

FIND A SPECIALTY

Search

Find

Clear

Find local care

You can use these links to find in-network providers and ph

Vision care for eye wear and routine eye exams (extra ben

[Find an EyeMed provider online >](#)

Vision care for medical or surgical conditions (standard b

Fill out this form above to find an ophthalmologist in your ne

Provider directory

We update our printed directories (including the online versions) every month.

You can get a copy of the provider directories by mail. Or get the info you need in a different language or format. Just call Member Services at 1-844-365-4385 (TTY: 711). We're here for you 24 hours a day, 7 days a week. We can also help you find a provider.

Find your provider directory

Provider directories are in groups by region. Different counties make up each group. Look for your county on this list to find your region.

Regions by county



Find your directory

CHOOSE A DIRECTORY

Choose a region



↓ Provider directory (PDF)

Our directory includes all types of network providers



Health care providers

Primary care providers, specialists, mental health providers and family planning providers



Facilities

Hospitals, federally qualified health centers (FQHCs), rural health clinics (RHCs) and long-term care, skilled nursing and mental health facilities



Support providers

Adult day services, assisted living, home-delivered meals, home health agencies and home medical equipment providers

Provider directory

[Click here to navigate to the provider directory on our website.](#)



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