



Aetna Better Health of Kansas Provider Orientation Kit Overview

Below is a description of the documents included in the Provider Orientation Kit.

Provider Welcome Letter	The Welcome Letter welcomes providers to our network.
Provider Training Guide	The Provider Training Guide includes information around provider responsibilities and our policies and procedures.
Provider Quick Reference Guide	The Provider Quick Reference Quick Reference Guide is a snap shot of the Provider Manual.
Contact List	The Contact List is a document comprised of our contact information as well as our vendors.
Identifying & Reporting Abuse, Neglect, and Exploitation of an Enrollee Training	The Abuse, Neglect, and Exploitation training document provides important resources and information pertaining to identifying and reporting abuse.
Fraud, Waste, & Abuse Training	The Fraud, Waste, and Abuse (FWA) training document was created to help us detect, report, and prevent fraud, waste, and abuse. Our training includes CMS requirements surrounding provider FWA.
Cultural Competency Guide	The Cultural Competency training guide assists the provider in understanding the social, linguistic, moral, intellectual, and behavioral characteristics of our members.
Access & Availability Standards	The Access & Availability Standards document outlines the requirements a provider must follow when scheduling appointments with enrollees.
Additional forms are available on our site at www.aetnabetterhealth.com/kansas	