

 <b>Aetna Better Health® of Kentucky</b>  Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	<b>Date</b>	June 26, 2025
	<b>To</b>	All Network Providers
	<b>From</b>	Provider Engagement
	<b>Subject</b>	Reimbursement for Emergency Department Services – AMA – RESCINDED
	<b>Document number</b>	

Provider Notification

RESCINDED - Reimbursement for Emergency Department Services - AMA

We are writing to inform you that the recent notice (sent June 17, 2025) regarding the Emergency Department (ED) and members Leaving Against Medical Advice (AMA) notification policy will be rescinded and will not go into effect as previously communicated.

This decision was made in response to valuable feedback received from our provider network. We appreciate your engagement and collaboration in helping us shape policies that support both clinical operations and patient care.

As always, do not hesitate to contact your Network Manager with any questions or comments.

Thank you for your valued partnership in caring for our Aetna Better Health of Kentucky Members.

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