



April 21, 2020

Aetna Better Health® of Maryland Appointment Availability Notification

Dear Valued Provider,

As Aetna Better Health® of Maryland continues to monitor the COVID-19 situation closely, we are taking direction from our state’s public health authorities who seek to limit the spread of the COVID-19 in our community.

We understand that your dedicated teams are working diligently to respond to the challenges posed by COVID-19. As you consider near-term changes that will limit the exposure to the employees of your practice, please keep us informed should your office limit appointments or other operational changes to normal operations.

We are happy to help educate your ABHMD patients should they contact us for information. Please respond to the email address below with updates regarding:

- 1. Change in office hours ___ YES ___ NO
 - a. If multi-locations, does change apply to all? ___ YES ___ NO
- 2. Do you continue to see patients in the office for routine visits or only for more complex services? ___ ROUTINE ___ COMPLEX ___ BOTH
 - a. Are you using Telehealth as a mode of treating patients? ___ YES ___ NO
 - b. Are you combining in-office and telehealth services? ___ YES ___ NO
- 3. How are you managing to patients showing symptoms of COVID-19?
 - a. Do you treat them in a separate section of the practice? ___ YES ___ NO
 - b. Do you refer to the Urgent Care, ER? ___ YES ___ NO

To properly track these changes, please provide your billing information below:

Tax ID #: _____ **NPI #:** _____

Please contact us via email: **MarylandProviderRelationsDepartment@aetna.com** or by phone: **(866) 827-2710**

Additional guidance related to on-going changes of state regulations as a result of COVID-19 can be found at: <https://aetnabetterhealth.com/maryland/providers/resources/notices>

Sincerely,

Cheryl Toland, Chief Operating Officer
Aetna Better Health® of Maryland