

Aetna Better Health® of Michigan
28588 Northwestern Hwy, Suite #380B
Southfield, MI 48034
1-866-316-3784



Provider Bulletin No 196

AETNA BETTER HEALTH® OF MICHIGAN

TO: Providers
FROM: Provider Experience Team
DATE: December 9, 2021
SUBJECT: Change in Process for Credentialing and Contracting Submissions

**CHANGE IN PROCESS FOR
CREDENTIALING AND
CONTRACTING SUBMISSIONS**

Dear Provider:

In an effort to streamline our processes and provide a single point of contact for submission of Credentialing and Contracting documentation effective immediately please utilize the email account of:

AetnaBetterHealth-MI-ProviderServices@Aetna.com

Types of Documentation that will be sent to the above email account are.

- Aetna Better Health Credentialing Checklist

AetnaBetterHealth.com/Michigan

MI-21-12/9/2021

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- Credentialing Application
- Provider Address or Demographic Changes
- Provider Terms
- Copy of Disclosure of Ownership
- Copy of completed IRS W-9 form
- Delegated Rosters
- Cultural Competency Attestations
- Provider Acknowledgement
- Copy of PCR Spreadsheet

If you currently forward these documents directly to your Provider Relations Representative or Provider Data Services Analyst please discontinue doing so effective immediately. We hope that you will find this centralized email process to be more efficient as it will allow us to track your submissions more effectively.

We thank you again for the care you provide to our Members. For more information about this program, please contact your Network Relations Consultant or Provider Relations at 1-866-314-3784.

Sincerely,

Lawrence S. Hayes
Manager, Provider Relations

[AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan)

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