

 <p>Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223</p>	Date	May 26, 2026
	To	All Network Providers
	From	Provider Engagement
	Subject	Provider Engagement Team Alignment Update

We want to share an update regarding enhancements to our **Provider Engagement (PE) model**, designed to strengthen how we support and collaborate with you.

Over the past several months, we have conducted a comprehensive review of our engagement approach across the provider network. Based on this assessment, we have refined our model to better align engagement activities with provider needs, utilization patterns, and opportunities to deliver meaningful, timely support.

A key enhancement includes the transition of **claims research and triage review** to a dedicated, specialized claims team. This team will focus exclusively on claims-related matters, enabling our Provider Engagement team to dedicate more time to supporting providers through:

- Education and training
- Operational guidance
- Relationship management
- Value-based and quality-focused collaboration

As part of this effort, we have also **realigned our Provider Engagement team structure** to ensure that the appropriate resources are available to support providers based on their specific needs and practice characteristics.

These enhancements are intended to improve your experience by:

- Streamlining access to the right point of contact
- Improving responsiveness for claims-related inquiries
- Enhancing the level of support and partnership provided by our teams

We appreciate your continued partnership, collaboration, and support as we implement these improvements. Our goal is to make it easier for you to engage with us and to ensure you receive the support needed to successfully serve our members.

**Please refer to the updated contact information and provider listings below** to identify your designated support team and appropriate points of contact for your practice.

If you have any questions, please do not hesitate to reach out to your assigned Network Manager.

Thank you for your continued partnership.