

Aetna Better Health® of Louisiana
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October 13, 2025

Aetna Better Health® of Louisiana

Mandatory ADA Information Requirement

Dear Provider Partners,

To ensure compliance with accessibility standards and improve member experience, all new and existing provider data updates **must include ADA (Americans with Disabilities Act) information**, as indicated on rosters, applications, etc.

Effective November 15, 2025, any of the above document types submitted *without* this data will be sent back to you, causing processing delays.

We appreciate your cooperation in helping us maintain accurate and inclusive provider data.

Questions?

Please contact your Provider Experience Team at **LAProvider@AETNA.com** or call **1-855-242-0802**.

Thank you for your continued partnership.