



Aetna Better Health[®] of Oklahoma First Call behavioral health program

January 2026



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Agenda

Welcome

What to expect

Housekeeping

Breakout sessions

Closing



Aetna Better Health[®]
of Oklahoma

First Call Behavioral Health Summit

Introducing a virtual series to support provider partners like you



We're launching a new, every-other-week virtual series designed to give behavioral health providers easy access to support and subject matter experts.

The First Call Behavioral Health Summit is a quick way to get answers, learn about updates, and connect with the teams who support your work every day.

Each session includes:

- A short general overview with helpful updates for behavioral health providers.
- Breakout rooms where you can meet directly with experts in:
 - Claims
 - Credentialing
 - Utilization management (UM) and prior authorizations (PAs)
 - Credentialing, rosters and Availability

You can join the full summit or only the breakout room you need — whatever works best for you.

Questions? Email us at our temporary, special-support mailbox for quick responses and issue navigation at ABHOKBehavioralHealth@Aetna.com (available until March 1, 2026).

How to join

The First Call Behavioral Health Summit meets every 2 weeks starting January 29, 2026. Use the link below to join the session(s) you choose.

Meeting dates:

January 29 from 11 AM - Noon
February 12 from 11 AM - Noon
February 26 from 11 AM - Noon
March 12 from 11 AM - Noon
March 26 from 11 AM - Noon

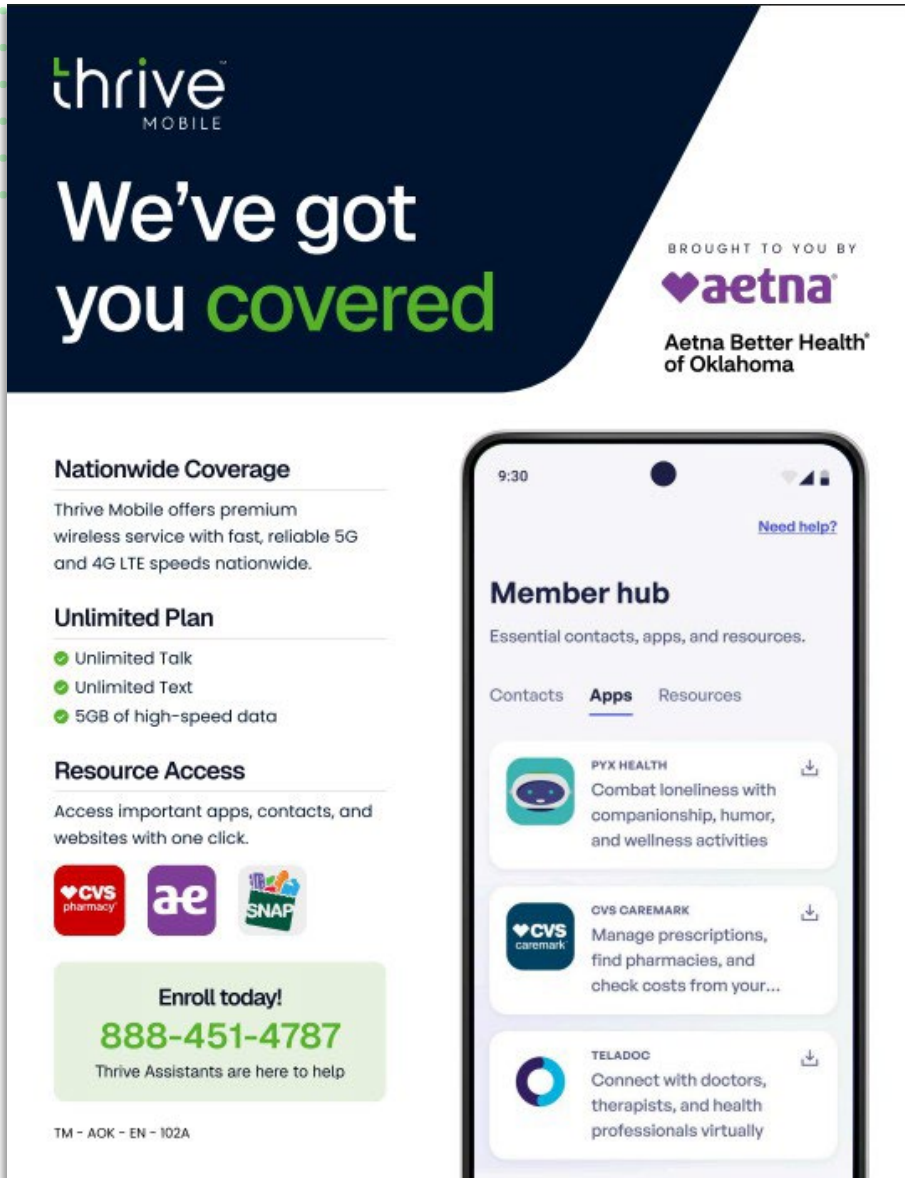
[Click here to join on Microsoft Teams](#)

Meeting ID: 296 055 909 685 69
Passcode: vD9Dw7Zr

What to expect

Each session includes:

- A short general overview with helpful updates for behavioral health providers.
- Breakout rooms where you can meet directly with experts in:
 - Claims
 - Utilization management (UM) and prior authorizations (PAs)
 - Systems: rosters and Availability
 - Credentialing



The graphic features a dark blue top section with the Thrive Mobile logo and the slogan 'We've got you covered'. Below this, it lists benefits like 'Nationwide Coverage' and 'Unlimited Plan'. A central smartphone displays the 'Member hub' app interface with various health-related services. The bottom includes an 'Enroll today!' call to action with a phone number and a small 'tht' logo in the bottom left corner.

thrive MOBILE

We've got you covered

BROUGHT TO YOU BY **aetna**

Aetna Better Health of Oklahoma

Nationwide Coverage

Thrive Mobile offers premium wireless service with fast, reliable 5G and 4G LTE speeds nationwide.

Unlimited Plan

- Unlimited Talk
- Unlimited Text
- 5GB of high-speed data

Resource Access

Access important apps, contacts, and websites with one click.

CVS pharmacy **ae** **SNAP**

Enroll today!
888-451-4787
Thrive Assistants are here to help

TM - AOK - EN - 102A

Member hub
Essential contacts, apps, and resources.

Contacts **Apps** Resources

- PYX HEALTH**
Combat loneliness with companionship, humor, and wellness activities
- CVS CAREMARK**
Manage prescriptions, find pharmacies, and check costs from your...
- TELADOC**
Connect with doctors, therapists, and health professionals virtually

+

✓ The “best deal in wireless”

- No monthly bill
- Some members may qualify for a free phone (based on demonstrated need or behavioral health designation)
- US-based customer support with a 4.8/5 CSAT rating

✓ Health care made easier

- Everything you need for the Aetna Better Health® of Oklahoma experience located in one place
- On-demand premium support (e.g., digital literacy, health care service navigation)
- Automated check-ins

You are invited!



Aetna Better Health
of Oklahoma



Join our Behavioral Health Advisory Committee today!

Share your voice and help make change

The Behavioral Health Advisory Committee is your opportunity to share feedback about your health plan and help shape decisions that impact your care. Meetings are held virtually four times a year, so you can join from home—no preparation required, just bring your voice and ideas!

Members will receive an additional \$25 added to their over-the-counter (OTC) benefit for each meeting they attend.



When?

12 PM - 1 PM

- March 12, 2026
- June 11, 2026
- September 10, 2026
- December 10, 2026



Where?

Virtual Microsoft Teams meeting

Meeting ID: 287 942 916 339 26
Passcode: MA9RB3x8

We're here for you

For more information or help joining a meeting, email MemberAdvocateOK@aetna.com or call us at **1-844-365-4385 (TTY: 711)**. Learn more about our committees at [AetnaBetterHealth.com/Oklahoma/Member-Advisory-Committee](https://www.aetnabetterhealth.com/Oklahoma/Member-Advisory-Committee).

6969350-02-01 (01/26)

@aetnabetterhealthok Aetna Better Health of Oklahoma

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We are now in breakout rooms

If you're just joining, welcome. Select the room that best fits your needs or stay here for general questions. For general session support, come off mute or comment in the chat.



General questions



Credentialing



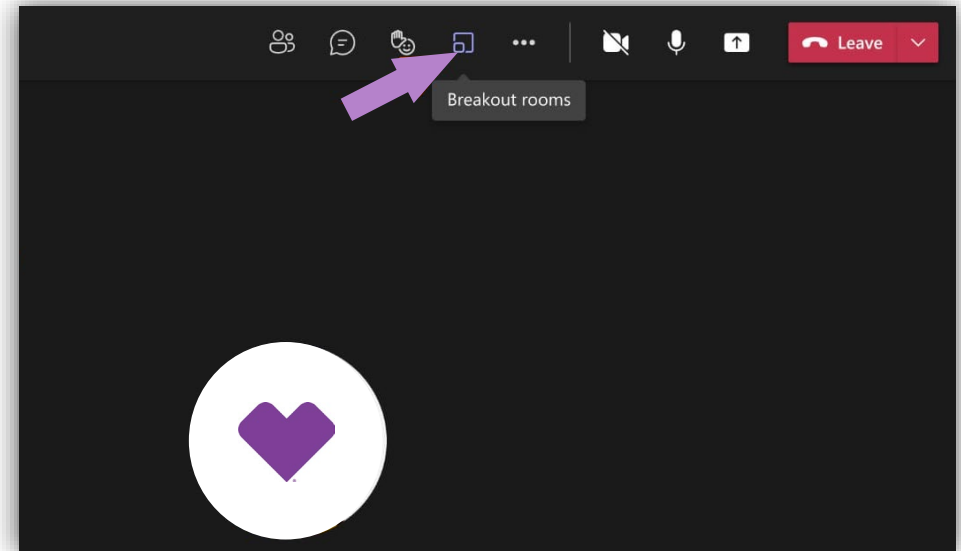
Claims



Systems: rosters and Availity



Utilization management (UM) and prior authorizations (PAs)



To access break out rooms, if your side panel has disappeared, you can find them in the upper control panel shown here.

A woman with long dark hair, wearing a brown cardigan, is smiling and looking off-camera. She is holding a black and white dog with long fur. The background is a blurred outdoor setting with greenery and a wooden table.

Looking ahead together

Today's Summit is ending, but our shared work continues.

Your feedback helps shape future conversations and improvements.

What should we explore in our next Summit or initiative?



Thank you



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