



Provider newsletter

Winter 2026



Welcome to the Aetna Better Health® of Oklahoma provider newsletter

As the seasons change, so do the needs of our members and the opportunities to support them. This issue is packed with updates, resources, and inspiring stories to help you deliver compassionate, high-quality care. From suicide prevention tips, veteran resources and critical policy reminders, we're here to help you make a meaningful impact in the lives of Oklahomans.

Table of contents

- | | |
|---|--|
| 2...Welcome and overview | 5...Credentialing resource deck |
| 2...Claims support and administrative resources | 5...Potential Quality of Care (PQoC) process |
| 3...Better Health highlights | 6...Suicide prevention |
| 3...Open enrollment (May 1–June 13) | 6...Member story: Priscilla's journey |
| 3...Universal credentialing roster | 7...Veteran wellness program toolkit |
| 3...AI/AN opt-in option for SoonerSelect | 8...Thrive Mobile |
| 3...Oncology bundling services | 9...Health equity care champion training |
| 3...OHCA pharmacy updates | 10...Integrated behavioral health (BH) |
| 3...Prior authorization and ProPat tool | 10...2025 BH achievements |
| 3...Provider advisory committees | 10...BH integration milestones |
| 4...Provider roster submission requirements | 10...BH plans for 2026 |
| 4...Credentialing reminders | 11...Member REACH |
| 4...EPSDT program | 11...Critical care reminders |



Thank you for a great 2025!

Reminder: CICR for claim status claims investigation and claims research department, appeals/grievances and prior authorization/ProPat tool



Thank you for your partnership throughout 2025. Your work helps us deliver quality health care to our members. As we move through Q1 2026, we want to share key resources and support services that are here to help you and your team.

Claims Investigation and Claims Research (CICR) team

Our Claims Investigation & Claims Research (CICR) team is here to support you with claim questions and issues.

Contact information:

Phone: **844-365-4385** (Select option 2, then option 6)

How we can help:

- Claim status for services billed to Aetna Better Health® of Oklahoma
- Claims research and investigation
- Help with denied claims that may qualify for payment
- Claims reprocessing support when appropriate

Service guidelines:

To support all providers in a timely way, our CICR team can review inquiries for up to three members per call.

Claims reprocessing:

If our research shows that a denied claim should have been paid, our team will submit it for reprocessing.

Appeals and grievances process

When claims research confirms an appropriate denial but you believe payment should be issued, you have the right to submit an appeal or grievance.

Appeal eligibility:

- Aetna Better Health denied reimbursement for medical procedures or items due to lack of medical necessity or missing prior authorization (PA)
- Claims denied or paid differently than expected that remain unresolved through the standard dispute process

Submission methods:

1. Mail:

Aetna Better Health of Oklahoma
PO Box 81040
5801 Postal Road
Cleveland, OH 44181

2. Provider Portal: Submit directly through your online account

3. Fax: **1-855-634-3377**

4. Email: **OkAppealAndGrievance@Aetna.com**

Better Health highlights



Open enrollment is May 1–June 13

Open enrollment is coming soon. This is a key time for members to choose the coverage that fits their needs. If you have questions, reach out — we're here to support.



New universal roster now available for credentialing

Our updated roster template is ready to use. It makes credentialing easier across health plans and helps keep provider information current and accurate. Using this roster helps reduce delays and supports faster updates for your practice. Access the roster [here](#).



AI/AN members can choose to opt in

Members who are American Indian or Alaska Native can opt in to SoonerSelect and choose a contracted entity. If you serve AI/AN members, we can help answer questions and connect them to services that support their health and well-being.



Expanded oncology authorization support

We're expanding access to oncology services with our new prior authorization oncology bundles. Providers can now request medical and/or radiation oncology and response assessment imaging through the [Eviti Connect](#) portal. Learn more about oncology bundles [here](#). To support your workflow, we're offering on-site and virtual training sessions. [Sign up here](#).



Key OHCA pharmacy updates

Updates are routinely updated and posted on the following link: [Pharmacy Updates](#).

Prior authorization - ProPat tool

Aetna Better Health requires prior authorization for certain outpatient services and planned hospital admissions. Prior authorization is not required for emergency care services.

To determine whether a specific service requires prior authorization, you can use ProPat.

Click on the images below to access ProPat.



The screenshot shows the ProPat tool interface with a list of services and their authorization status. The table below is a simplified version of the data shown in the image.

Service Code	Service Name	Authorization Status	Notes
86480	TR TEST CELL SINKER W/BIOPSY	NO	
86481	TR AG RESPONSE P-CCL SUSP	NO	
86482	SKIN TEST CANDIDA	NO	
86483	SKIN TEST UNLSTED ANTONIO BA	NO	Submit claims with Medical Records
86484	COCCIDIUMIMOSIS SKIN TEST	EXEMPT	
86510	HISTOPLASMOSES SKIN TEST	NO	

Make your voice heard — join one of our advisory committees



Want to help shape the care and services we offer across Oklahoma? You can join one of our three advisory committees and share what matters most to you and your facility. Our Member Advisory Committee, Behavioral Health Advisory Committee, and Tribal Advisory Board work to improve the member experience, strengthen communication, and guide meaningful changes. [Learn more here](#).

Provider roster submissions: What you need to know

To keep our records accurate, please submit a roster for:

- New provider adds
- Terminations
- Changes to address, TIN, NPI, or other details

Click here for the form to complete your provider roster. It's required for credentialing.

Credentialing Reminders

Self-starters:

If you're eager to begin credentialing, please wait for the official prompt via Availity. This helps avoid confusion and ensures a smoother process.

Credentialing date alignment:

If you're credentialed through another line of business, you may receive a letter with a past credentialing date. This is intentional as it aligns with your existing recredentialing schedule. No action is needed unless otherwise notified.

EPSDT: right care, right time

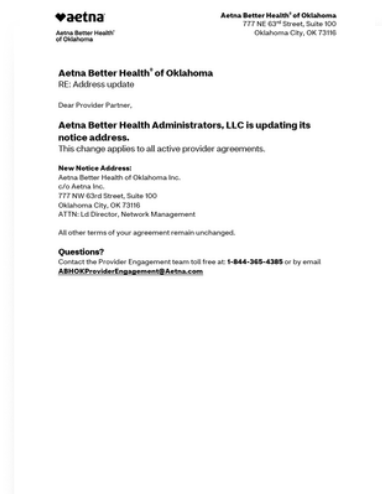
The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program ensures children under 21 on Medicaid receive preventive and medically necessary care.

Providers' role:

- Fully document all elements of the EPSDT appointment
- Proactively address barriers to care
- Participate in reviews to assess EPSDT compliance

EPSDT helps kids get the care they need, early and often.

Find our latest notices and newsletters on our website



Credentialing resource deck

Important credentialing resource now available ✨

Aetna Better Health® of Oklahoma has created a credentialing resource guide to help providers navigate the contracting and credentialing process with ease.

This guide includes:

- Step-by-step workflows for new and existing providers
- Instructions for submitting rosters and applications
- Contact information and helpful links
- Clarifications on excluded providers and delegated groups



Potential Quality of Care (PQoC)

Aetna Better Health has a process for identifying PQoC concerns related to our provider network, including home and community-based services (HCBS). We research and resolve these concerns quickly and follow up to ensure needed interventions are implemented. This may include referring the issue to peer review or other appropriate external entities.

We also track and trend PQoC cases and prepare reports organized by provider, issue category, referral source, number of verified issues, and closure levels. These reports help us:

- Provide background on providers with previous complaints
- Identify significant trends for review by our credentialing and performance committee
- Pinpoint areas for potential quality improvement initiatives

To report a PQoC concern, contact your Provider Engagement Representative.





Suicide prevention

Oklahoma ranks **#7 in the nation for suicide**, with rates **over 60% higher than the national average**. Between 2013 and 2022, **more than 8,000 lives were lost**. That's at least two every single day.

As a provider, you play a critical role in prevention. Nearly half of those who die by suicide see a primary care provider in the month before their death. Here's how you can help:

- Screen all patients, regardless of visit reason
- Use trained professionals for risk assessments
- Know the warning signs
- Stay calm and direct when discussing suicidal thoughts
- Listen with empathy and validate their feelings
- Discuss safety measures (e.g., removing harmful items)
- Create a safety plan with coping strategies and support
- Instill hope by asking about future goals
- Know Oklahoma's crisis resources: **988**, mobile crisis teams, Urgent Recovery Clinics (URCs) and Certified Community Behavioral Health Centers (CCBHCs)
- Provide warm handoffs to outpatient care when needed
- Follow up within 48 hours (or 7 days max)
- Prioritize your own mental health to help with burnout and compassion fatigue

To schedule a crisis training or get a list of CCBHCs/URCs, contact **Shae Keen, LPC-S**: KeenK@Aetna.com

Member story: A path to stability and support

Priscilla, a member of Aetna Better Health of Oklahoma, is working hard to build a stable home for herself and her son, who is expected to return from inpatient care in six months.

She lives with multiple health challenges, including major depressive disorder, PTSD, and high-functioning autism. Despite these hurdles, she remains proactive and hopeful about her future.

Recently, Priscilla transitioned to Aetna Better Health under SoonerSelect and requested help finding housing in Ardmore with a backyard, household items, and vehicle repairs.

The Member REACH Team quickly stepped in. Priscilla was assigned a dedicated Care Manager, Christina Reynolds, who is now leading her case. The team found several community programs to support Priscilla:

- Vehicle repairs: Two free tires and brake service at no cost
- Housing support: Two programs to fully cover her rental deposit
- Ongoing guidance: Clear next steps and monthly follow-ups

Priscilla's story is a powerful example of how coordinated care and compassionate outreach can make a real difference. With the support of her care team and community resources, she's moving closer to a safe, stable home for her family.



Veteran Wellness program toolkit

Who we serve

SoonerSelect-eligible Oklahoma veterans and their families seeking behavioral health and wellness support leveraging community resources and innovative services.

What we offer

- Resource coordination and care management tailored to veterans' and their families' unique needs
- Whole person and family wellness support
- Culturally responsive and evidence-based care



Patient-centered care

Tailored services to each veteran's unique needs, preferences, and values—ensuring every individual and family feels heard, respected, and empowered.



Extra benefits

Our program offers extra benefits exceeding \$5,000, providing veterans and their families with comprehensive resources and support that go beyond traditional care.



Veteran and Family Unit Well-being

We are dedicated to supporting the holistic well-being of veterans and their families, addressing physical, emotional, and social needs as an interconnected unit.

Find us online

[Aetna Better Health® of Oklahoma](#)

[What's covered?](#)

[Do I qualify?](#)

[How to apply](#)

Get in touch

(918)430-4391

Megan.Lowry@aetna.com



@aetnabetterhealthok



Aetna Better Health of Oklahoma

THRIVE MOBILE

Thrive Mobile is a \$0/month mobile plan available for Aetna Better Health members.

Thrive Mobile gives members unlimited talk, text, and data, and can improve access to care and social supports. Members can use their Thrive Mobile device to:

- Stay in touch with their care team
- Access telehealth visits and health plan resources
- Find help with food, housing, transportation and more
- Receive reminders, benefits information, and care coordination support

Members can bring their own device or get one through the program. To learn more or help a member get started, visit [ThriveMobile.com](https://www.thrivemobile.com).



Earn your health equity care champion badge

No cost continued medical education (CME) training

Ready to level up your impact? The Health Equity training series offers no cost, accredited CME courses to help you reduce disparities and deliver inclusive care. You'll earn digital badges to showcase your commitment.

What you will learn:

- Break down barriers to care, meds, and follow-up
- Reduce disparities, stigma, and structural racism
- Enhance culturally responsive care

Why it matters:

Health inequities cost the U.S. \$320 billion annually—and could reach \$1 trillion by 2040 if left unaddressed.

Available badges:

- Culturally Responsive Care Champion
- LGBTQ+ Responsive Care Champion
- Behavioral Health Champion
- Person-Centered Care Champion
- Healthy Aging Champion
- Women's Health Champion
- Neurodiversity, Preventive Health, Obesity Care

Get started:

- Visit the [Health Equity Clinical Education Hub](#)
- Click 'participate now'
- Select 'begin' to start your training

Don't forget to share your badge on social media, email, or your website!



Integrated behavioral health: 2025 achievements

This year, we made significant strides in integrating behavioral health into care across Oklahoma. Our efforts focused on improving access, collaboration, and outcomes for members and providers.

2025 highlights

SBIRT (Screening, Brief Intervention, and Referral to Treatment):

- Hosted provider town hall to drive SBIRT awareness and adoption
- Set and achieved goal to increase screenings to expand early identification
- Launched SBIRT toolkit to support consistent workflows
- Distributed SBIRT materials and provided an SBIRT one-pager for quick reference
- Delivered 12 SBIRT trainings to strengthen provider understanding of screening, brief intervention, and referral workflows
- Completed 108 provider outreach conversations to support SBIRT adoption, troubleshoot barriers, and reinforce available tools/resources
- Completed 386 provider questionnaires to support screening and follow-up

Integrated care:

- Served on a statewide steering committee to guide integration priorities
- Completed 50 provider meetings on integrated care adoption and implementation support
- Supported the statewide integrated care ECHO by recruiting and engaging providers
- Completed integrated care mapping to identify gaps and opportunities across sites
- Delivered seven integrated care trainings to build provider capability and consistency
- Developed collaborative care model one-pager and training to support standardized workflows and education
- Launched behavioral health Pay for Quality (P4Q) with follow-up (FU) measures to drive outcomes and care coordination

On the horizon for 2026

- Expand SBIRT screenings and host second provider town hall
- Expand education and tools to support medication for alcohol use disorder adoption
- Strengthen evaluation work to better understand the impact of integrated behavioral health in primary care
- Grow provider trainings and consultation supports as needs emerge
- Identify and address SBIRT screening gaps by tracking patterns across race/ethnicity and geography (rural vs. urban) to improve health outcomes.

Together, we're building a stronger, more connected system of care while improving outcomes for members and supporting providers every step of the way.



Help members get the support they need

Our REACH Team partners with you to address the non-medical needs that impact a member's health and well-being. When you identify a member who may need help with daily essentials, the REACH Team is here to assist. We connect members to programs that may offer:

- Financial or food assistance
- Education support
- Housing resources
- Legal services
- Employment programs
- Support groups
- Baby supplies and clothing

How you can support members:

- Ask members about challenges they may be facing at home, work, or in daily life.
- Share the REACH Team phone number: **833-316-7010**
- Encourage members to call — or offer to call them during the visit if they prefer.
- Document social needs in the health record when appropriate.
- Refer members who may benefit from help with housing, food, employment, or other social needs.

We're here to support you and your members anytime.

Critical care reminders

- Providers are required to schedule appointments for eligible members in accordance with the minimum appointment availability standards and based on the acuity and severity of the presenting condition, in conjunction with the member's past and current medical history.
- Population health management programs are available to help support members in their health care journey. We have special programs available for members who are managing conditions or just trying to stay healthy.
- The Availity Portal offers secure online access to and the ability to manage business transactions through a single, easy to use site. Availity features include but are not limited to:
 - Claim submission and status
 - Eligibility and benefits search
 - Authorization request
 - Case management link
 - Grievance submission
 - Panel roster
- We use the MCG (Milliman Care Guidelines) criteria to ensure consistency in hospital-based utilization practices. The guidelines span the continuum of patient care and describe best practices for treating common conditions. The MCGs are updated regularly as each new version is published. Utilization Management (UM) criteria are electronically available to practitioners and copies of individual guidelines are available for review upon request.

Thank you!



Aetna Better Health[®]
of Oklahoma