

MCO Directory by Region

AETNA – Updated 03/17/2025

Health Plan Payer ID: 128VA

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts

Care Coordination	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.co m	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.co m	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.co m
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Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Notifications- Authorizations	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com
Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Notifications- Authorizations	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com	Melissa Braun 609-200-5859 BraunM2@aetna.com
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com
LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAPProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com Consumer Direction Authorizations aetnaconsumerdirection@aetna.com

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Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com	Laura Migliarese 959-230-3983 Laura.Migliarese@aetna.com

DME AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com
Claims	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249
Care Coordination	Richard Zucker 804-335-7709 ZuckerR@aetna.com	Richard Zucker 804-335-7709 ZuckerR@aetna.com	Richard Zucker 804-335-7709 ZuckerR@aetna.com
DME AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com	Lori Haymond (959)230-2656 Lori.Haymond@aetna.com
Claims	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249	DME Claims inquiry statuses 855-652-8249

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Care Coordination	Richard Zucker 804-335-7709 ZuckerR@aetna.com	Richard Zucker 804-335-7709 ZuckerR@aetna.com	Richard Zucker 804-335-7709 ZuckerR@aetna.com
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DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com
Escalation Contact	Jennifer Bowden 469-329-2257 Jennifer.bowden2@aetna.com	Jennifer Bowden 469-329-2257 Jennifer.bowden2@aetna.com	Jennifer Bowden 469-329-2257 Jennifer.bowden2@aetna.com
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com	Pearl Stone 959-230-8848 StoneP1@aetna.com
Escalation Contact	Jennifer Bowden 469-329-2257 Jennifer.bowden2@aetna.com	Jennifer Bowden 469-329-2257 Jennifer.bowden2@aetna.com	Jennifer Bowden 469-329-2257 Jennifer.bowden2@aetna.com

ARTS	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 ratliffs@aetna.com	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 ratliffs@aetna.com	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 ratliffs@aetna.com
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >

ARTS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 ratliffs@aetna.com	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 ratliffs@aetna.com	Steve Ratliff, LPC ARTS Coordinator 540-488-4725 ratliffs@aetna.com
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >

Behavioral Health Services	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Genhi Whitmer whitmerg@aetna.com 434-981-9113	Genhi Whitmer whitmerg@aetna.com 434-981-9113	Genhi Whitmer whitmerg@aetna.com 434-981-9113
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >

Behavioral Health Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com	Provider Relations Call Center: 1-855-652-8249 Provider Relations Mailbox: Aetnabetterhealth-VAProviderRelations@aetna.com
Credentialing	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com	Credentialing Inquiry for Providers Fax: 844-230-8829 vacredentialing-aetna@aetna.com
Authorizations	Genhi Whitmer whitmerg@aetna.com 434-981-9113	Genhi Whitmer whitmerg@aetna.com 434-981-9113	Genhi Whitmer whitmerg@aetna.com 434-981-9113
Claims	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts	Claim Inquiry for Providers 855-652-8249 follow prompts
Care Coordination	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >	ICM: Angela Moore MooreA14@aetna.com Cardinal Care and FAMIS: 1-800-279-1878 (TTY: 711) Cardinal Care: AetnaBetterHealthVA-CaseManagement@AETNA.com >