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## You're one step closer to joining our network.

Dear [Health Care Professional/Hospital Administrator]:

Great news — you've completed the credentialing process to join our network. Your network representative will send your participation effective date. If you're joining a contracted group, they'll have your participation information. Until then, we're here to help, every step of the way.

### For credentialing questions

- Our Credentialing Customer Service team is just a call away at **1-800-353-1232**.

### For eligibility or specific network questions

- Aetna HMO-based and Medicare Advantage plans: **1-800-624-0756**
- All other Aetna® plans: **1-888-MD-Aetna (1-888-632-3862)**  
Aetna Better Health®: For CA, IL, KY, MD, MI, NY, OH, VA and WV, go to **AetnaBetterHealth.com**
- Cofinity®: **1-800-831-1166**
- Coventry®/First Health®: **1-800-937-6824**

### For provider services

- Aetna HMO-based and Medicare Advantage plans: **1-800-624-0756**
- All other Aetna plans: **1-888-MD-Aetna (1-888-632-3862)**

Thanks for choosing Aetna and for your patience as we work together during this next phase. We're here for you if you have any questions.

Aetna Credentialing

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates and joint ventures (Aetna).

For information obtained during verification from primary sources, as a practitioner, you have the right to correct discrepant or erroneous information by working directly with any reporting entities used during the credentialing process.

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