

**Aetna Better Health® of Kansas**  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210



## **Aetna Better Health® of Kansas**

### **URGENT NOTICE**

On 8/18/21, Aetna Better Health incorrectly sent provider termination letters to a select group of members advising them that their provider had terminated with Aetna Better Health, and that they needed to select a new provider. We identified this error quickly and are sending a correction letter to the impacted members this week.

We are reaching out to impacted providers to make them aware of the error. Our member services, case management, and provider hotline are all aware of this error and are prepared to assist any members or providers who might call with questions.

If a member contacts your office prior to receiving the correction letter, please refer them to the Aetna Better Health of Kansas member service call center at 1-855-221-5656 to address any questions they may have.

We apologize for any confusion or concern that this letter might have caused for the member and for your practice.

If you have any additional questions, please reach out to your Provider Experience Representative by phone at 1-855-221-5656 or by email at [providerexperience\\_ks@aetna.com](mailto:providerexperience_ks@aetna.com).

#### **Questions?**

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: [providerexperience\\_ks@aetna.com](mailto:providerexperience_ks@aetna.com)