

MCO Directory by Region

AETNA- Health Plan Payer ID: 128VA updated 4.01.21

Nursing facility	Tidewater	Central	Charlottesville/Western
The Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249
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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com
Nursing facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
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	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@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	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com

AETNA- Health Plan Payer ID: 128VA updated 4/1/21

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249
Credentialing	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com
Notifications- Authorizations	Katrinka Pauley 959-299-3123 (w) pauleyk@aetna.com 804-241-7805 (cell)	Katrinka Pauley 959-299-3123 (w) pauleyk@aetna.com 804-241-7805 (cell)	Katrinka Pauley 959-299-3123 (w) pauleyk@aetna.com 804-241-7805 (cell)
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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com

Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
Credentialing	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com
Notifications- Authorizations	Katrinka Pauley 959-299-3123 (w) pauleyk@aetna.com 804-241-7805 (cell)	Katrinka Pauley 959-299-3123 (w) pauleyk@aetna.com 804-241-7805 (cell)	Katrinka Pauley 959-299-3123 (w) pauleyk@aetna.com 804-241-7805 (cell)
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	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com

AETNA- Health Plan Payer ID: 128VA updated 4/1/21

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
Credentialing	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com
Authorizations	Vicki A. Brown 959-230-3782 BrownV5@aetna.com Consumer Direction Auths AetnaConsumerDirection@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com Consumer Direction Auths AetnaConsumerDirection@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com Consumer Direction Auths 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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com

LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
Credentialing	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com	Credentialing Inquiry for Providers Phone: 855-652-8644 Fax: 844-230-8829 vacredialing-aetna@aetna.com
Authorizations	Amelia Harris 959-299-6335 HarrisA6@AETNA.com Consumer Direction Auths AetnaConsumerDirection@aetna.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com Consumer Direction Auths AetnaConsumerDirection@aetna.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com Consumer Direction Auths 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	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com

AETNA- Health Plan Payer ID: 128VA 4/1/21

Community Mental Health Rehabilitation Services	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 1-855-652-8249
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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com

Community Mental Health Rehabilitation Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
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	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@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	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com	Amelia Harris 959-299-6335 HarrisA6@AETNA.com

AETNA- Health Plan Payer ID: 128VA added 4/1/21

DME AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@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	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com

DME AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249	Network Mailbox: NetworkDevelopment-VAContact@AETNA.com Provider Relations Call Center: 855-652-8249
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	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@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	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com
DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com	Vicki A. Brown 959-230-3782 BrownV5@aetna.com
Escalation Contact	Pam Persichilli 609-282-8203 persichillip@aetna.com	Pam Persichilli 609-282-8203 persichillip@aetna.com	Pam Persichilli 609-282-8203 persichillip@aetna.com
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com	Amelia Harris 959-299-6335 HarrisA6@aetna.com
Escalation Contact	Pam Persichilli 609-282-8203 persichillip@aetna.com	Pam Persichilli 609-282-8203 persichillip@aetna.com	Pam Persichilli 609-282-8203 persichillip@aetna.com

