



RE: Transition from Carelon Medical Benefits Management to Aetna for Medicare Advantage in West Virginia, Effective January 1, 2025

Dear Provider:

Starting January 1, 2025, for Aetna Medicare Advantage members receiving services in West Virginia, Aetna will begin managing their Medicare Advantage network, claims payment, and medical management program for home health services. Beginning January 1st, you will no longer request prior authorizations from Carelon for home health services. We appreciate your partnership to service these members.

Note: Your Carelon contract will remain intact but will no longer apply for services provided to Aetna members. For the West Virginia Aetna Medicare Advantage membership, your Aetna contract will supersede your Carelon contract. Please refer to your Aetna contract in connection with services provided on or after January 1, 2025.

Impacted plans

This change will apply to members enrolled in an Aetna Medicare Advantage plan and who receive services in West Virginia.

Your questions answered for Medicare Advantage

Q. What if I already participate in the Aetna network?

There is nothing you need to do. Starting January 1, you will automatically serve as a participating provider for the West Virginia Medicare Advantage members under your Aetna contract. This means that the rates and terms of that contract will apply, and you'll be paid directly by Aetna for covered services.

Q. What if I don't participate with Aetna, but want to stay an in-network Medicare Advantage provider?

You must sign an agreement with Aetna to be considered an in-network provider for Aetna members. Otherwise, you will be out-of-network for home health care services for West Virginia Medicare Advantage members as of January 1. We will notify you if this changes in the future.

Q. How do I contract with Aetna for Medicare Advantage if I don't have one?

We want to make this transition as smooth as possible. If you would like to contract with Aetna to continue providing home health care services, you can contact them directly by:

- Emailing NationalAncillaryContracting@Aetna.com

Q. What do I do for members who are currently on service, and their services will continue after January 1st?

For any dates of services prior to January 1st, you will still be required to have authorization through Carelon and you will submit your claims to Carelon. For any dates of service on or after January 1st, you will submit your claims directly to Aetna.

Q. What is my claims submission timeframe after the January 1st transition?

Carelon will continue accepting claims through June 30, 2025 for any dates of service prior to January 1, 2025. Please keep in mind your timely filing requirements, under your Carelon participating provider agreement, still apply for dates of service prior to January 1, 2025.

We're here to help

We appreciate your continued participation in our network. If you have any questions, you can contact the Carelon provider relations team directly at HHprovider_relations@carelon.com.
