

# Important information



Aetna Better Health®  
of Oklahoma

RE: Access and Availability Standards

**Date:** June 6, 2025

**To:** All Aetna Better Health® of Oklahoma Provider Partners

**From:** Aetna Better Health Provider Relations

Dear valued provider partner,

This is a reminder to all providers about their access and availability standards. These requirements are in place to ensure our members receive timely and appropriate care.

## All network providers must:

- Maintain a system for 24/7 access to primary care
- Return calls within 30 minutes
- Have proper after-hours coverage through qualified participating providers
- Understand that answering services cannot replace appropriate on-call coverage
- Ensure hours of operation don't discriminate against members

We regularly monitor compliance through:

- Evaluation of emergency room utilization patterns
- Review of member, caregiver, and provider grievances
- Regular assessment of telephone response protocols

**Acceptable telephone responses** include calls answered by provider/staff, proper answering service connections, or voicemail systems that provide direct contact numbers.

**Unacceptable responses** include unprofessional answering services, automatic ER referrals without provider access, excessive hold times, persistently busy lines, or no answer.

## Connect with us

Has your office relocated or changed a fax or phone number lately?

Do you offer telehealth services?

Would you prefer to receive the notices via email rather than fax?

For questions call the provider services team at:

Toll Free: **1-844-365-4385**  
**[ABHOKProviderEngagement@Aetna.com](mailto:ABHOKProviderEngagement@Aetna.com)**

This provider update has been sent to:

Provider type(s) -

- ☒ IPA/Medical groups
- ☒ Primary care providers
- ☒ Specialist providers

Line of business:

- ☒ SoonerSelect

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If you have questions or need assistance meeting these standards, please contact your Provider Relations Representative.

We appreciate your partnership in delivering high-quality, accessible care to our members.

Sincerely,  
Provider relations department