♥ aetna [*]	Date	July 30, 2025
Aetna Better Health [®] of Kentucky	То	All Network Providers
	From	Provider Engagement
Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Subject	Extension of Virtual Office Hours (VOH) Through August
	Document number	Aetna-2278

We are pleased to announce that our **Virtual Office Hours (VOH)** will be extended through the month of **August**.

Session Dates:

- August 6 @ 10am Est. Register Here
- August 13 @ 10am Est. Register Here
- August 20 @ 10am Est. Register Here
- August 27 @ 10am Est. Register Here
- Time: Each session will be one hour long.

During these sessions, we will share **lessons learned** and **tips** gathered from our Utilization Management (UM) department, focusing on **commonly seen errors** and how to avoid them. These insights are designed to support your team and improve the accuracy and efficiency of submissions.

We encourage all providers to attend and take advantage of this opportunity to strengthen workflows and reduce avoidable delays.

If you have any questions or need assistance registering, please reach out to your Provider Relations contact.

Thank you for your continued partnership.

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