



Aetna Better Health of Texas (ABHTX)

Provider Engagement

Our Provider Engagement Team is assigned to designated areas throughout the state and are located within the communities in which they serve. We are subject matter experts and are available to providers for education, training, and support.

Supporting Bexar Service Delivery Area – (South)

Territory	Contact Information	
Counties: Bexar, Bandera, Comal, Guadalupe, Wilson, Kendall	Frances Perez, Manager Email: Perezf@aetna.com Phone: 210-515-2965	

Supporting Bexar Service Delivery Area – (North)

Territory	Contact Information	
Counties: Bexar, Medical Center, Atascosa, Medina	Natalia Contreras, Manager Email: ContrerasN1@aetna.com Phone: 210-419-4936	



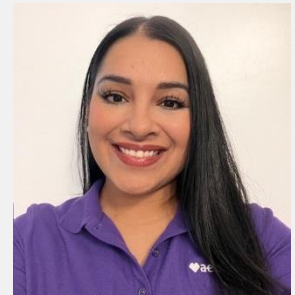
Supporting Electronic Visit Verification- (EVV)

EVV	Contact Information	
Electronic Visit Verification(EVV)	Rebecca Mendez-Aguilar, Manager Email: Mendez-AguilarR@aetna.com Phone: 469-329-2018	

Supporting Dallas and Tarrant Service Delivery Area

Territory – Dallas/Tarrant Large Hospital Systems	Contact Information	
Counties: Dallas, Tarrant, Collin, Denton, Wise, Rockwall	Juana Castro-Quintero, Manager Email: Castro-QuinteroJ@aetna.com Phone: 214-200-8497	

Supporting Dallas and Tarrant Service Delivery Areas ONLY

Territory – Smaller Health System/Ancillary Providers	Contact Information	
Counties: Dallas, Tarrant	Priscilla Romero, Manager Email: RomeroP1@aetna.com Phone: 915-478-8062	

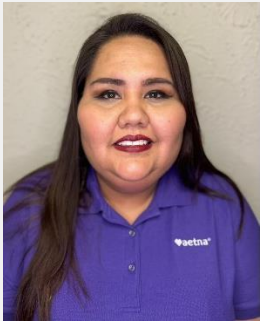


Territory – Smaller Health System/Ancillary Providers	Contact Information	
Counties: Dallas, Tarrant, Hood, Parker, Johnson	Ivy Tirado, Manager Email: TiradoY@aetna.com Phone: 940-923-4621	

Provider Groups/Solo Practice

Territory – Smaller Health System/Provider Groups/Solo Practice	Contact Information	
Counites: Dallas, Tarrant, Kaufman, Ellis, Navarro	Fernando Hernandez, Manager Email: HernandezF@aetna.com Phone: 959-299-6882	

Internal Provider Relations Support

Internal Representative	Contact Information	
Counties Assisted- Dallas, Tarrant, Hood, Parker, Johnson, Bexar, Bandera, Comal, Guadalupe, Wilson, Kendall	Isabel Aguilar, Senior Analyst Email: ABHTXCredentialing@aetna.com	



Internal Representative	Contact Information	
Counties: Dallas, Tarrant, Collin, Denton, Wise, Rockwall EVV Support	Cherilynn Mella, Senior Analyst Email: ABHTXCredentialing@aetna.com	

Internal Representative	Contact Information	
Counties: Dallas, Tarrant, Bexar, Medical Center, Atascosa, Medina	Annet Rodriguez, Senior Analyst Email: ABHTXCredentialing@aetna.com	



Senior Manager, Provider Relations

Contact Information	
Amanda Vasquez, Sr. Manager Email: VasquezA5@aetna.com Phone: 214-918-2539	

Ld. Director, Provider Relations

Contact Information	
Linda Graves, Ld. Director Provider Relations Email: GravesL@aetna.com Phone: 682-305-6723	

Mailbox: forms, and updates along with any demographic updates and terminations should be sent directly to: abhtxcredentialing@aetna.com.

EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access enrollment in electronic payment services. - To enroll in EERS, please visit <https://enrollments.echohealthinc.com/>

Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

- **Health Plan Website** - The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website. Visit the Website at: [Texas Medicaid Plans | Aetna Medicaid Texas](#)



- **Availity** -Simplifies provider transactions such as electronic data exchange, prior authorization requests, claim status, and member inquiries.

Visit Availity at: <https://apps.availity.com/availity/web/public.elegant.login>

Claims Inquiry/Claims Research

CHIP

Bexar area: 1-866-818-0959

(TTY: 711)

Tarrant area: 1-800-245-5380

(TTY: 711)

STAR (Medicaid)

Bexar area: 1-800-248-7767

(TTY: 711)

Tarrant area: 1-800-306-8612

(TTY: 711)

STAR Kids

Dallas and Tarrant areas: 1-

844-787-5437 (TTY: 711)

