



AETNA BETTER HEALTH® OF VIRGINIA

Fiscal Employer Agent (F/EA) Choice FAQ

Beginning **January 1, 2021**, Aetna Better Health of Virginia members who are *new* to consumer directed services will have choice of either Consumer Direct Care Network (CDCN) or Public Partnerships (PPL) as their F/EA vendor. Existing members enrolled with either PPL or CDCN will remain with their respective F/EA.

Q: I am a member who is transitioning from DMAS fee-for-service to Aetna Better Health of Virginia. Can I remain with CDCN as my F/EA vendor?

A: Yes, if the member has been enrolled with CDCN for fee-for-service, then that member may remain with CDCN.

Q: I am a member who has been enrolled with CD services and is transitioning to Aetna Better Health of Virginia from another MCO. Will I have a choice of F/EA vendor?

A: If you were enrolled with CDCN or PPL through your previous MCO F/EA vendor, you may remain with your current F/EA vendor. If your previous MCO had a different F/EA vendor, you will choose to enroll with either CDCN or PPL.

Q: I am a member returning to CD services who was previously enrolled with CDCN or PPL. Can I choose to return to my previous F/EA vendor?

A: Yes. If you have previously been enrolled with CDCN or PPL as your F/EA vendor, you may return to the same vendor.

Q: How is my choice of F/EA vendor communicated to Aetna Better Health of Virginia?

A: Your Services Facilitator will discuss your options with you and communicate to Aetna Better Health of Virginia by submitting the *DMAS 98R Form* and indicating your choice of F/EA vendor in box 14.

Q: How am I enrolled with the F/EA vendor that I choose?

A: Your Services Facilitator will submit the *Fiscal Agent Request Form* to either CDCN or PPL to start the enrollment process if you have never been enrolled in CD services. If you were previously enrolled, your Services Facilitator will assist in explaining what is needed and will submit a *Fiscal Agent Request Form* to the appropriate F/EA vendor to indicate if you are returning to CD services or transitioning from another MCO.

For questions or additional information, please email AetnaConsumerDirection@aetna.com.