

Let's Talk: High-quality resources in Aetna behavioral health's network

Presenter – Karen McBride, Director of Network Management

You can benefit from using behavioral health providers within Aetna's network.

Behavioral health issues can be complicated and they can come up quickly. But one important thing for you to remember is to seek care from a licensed facility or provider.

We ensure that our network is of the highest quality by monitoring whether each provider meets certain criteria related to professional competence and their conduct. That means we review the provider's education, their training, licenses, certifications and their experience. We conduct a review of credentials on a regular basis, following standards that are established by state regulations and accrediting organizations.

Once credentialing verification's completed, behavioral health providers must meet the approved inclusion into our network by Aetna's Credentialing peer committee.

We also require that our in-network facilities be either accredited by a national or state organization or they pass an on-site review that's conducted by a licensed clinician.

The benefit of using in-network providers

So what does all this mean to you? It means that by using our carefully vetted network, you'll be working with counselors, providers and facilities that have the right credentials and are qualified to work with you and your loved ones.

You can use DocFind in Navigator to find Aetna behavioral health providers and facilities in your area

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