



Aetna Better Health Expedites Out-of-State Care for Oklahoma Family

Member support team swiftly resolves complex coverage issue, enabling timely access to specialized pediatric care

Following the state's transition to SoonerSelect, Aetna Better Health® of Oklahoma, a CVS Health® company (NYSE: [CVS](#)), helped two Oklahoma children receive critical rheumatology care in Texas. This swift action demonstrates Aetna Better Health's commitment to enabling members to receive timely access to specialized care, regardless of location.

When an Oklahoma mother faced challenges obtaining approval for her children's appointments with a pediatric rheumatologist, Aetna Better Health's member advocate and leadership teams quickly intervened. Within two days, the team members navigated intricate negotiations to enable the children to attend their long-awaited specialist visit.

“At Aetna Better Health, we understand that timely access to specialized care is crucial, especially for children with complex medical needs,” said Tricia Taylor-Lyphout, MPH, MBA, Chief Operating Officer at Aetna Better Health of Oklahoma. “Our team's rapid response in overcoming obstacles and securing necessary approvals exemplifies our dedication to our members’ health and well-being. We’re committed to assisting individuals in navigating the complexities of the healthcare system so they can receive the support they need at every step of their health journey.”

The mother, who preferred to remain anonymous, expressed her gratitude: “After waiting six months for this crucial appointment, I was worried my children would miss out on the care they needed. Aetna Better Health's quick response and constant communication provided much-needed peace of mind during a stressful time.”

Tayvon Lewis, the Aetna Better Health Member Advocate who handled the case, noted: “We recognize that each family has unique healthcare needs. Our priority was helping these children receive the specialized care they required, even if it meant facilitating out-of-state treatment.”

In addition to resolving the immediate health care need for the members, Aetna Better Health's Member Advocate team was able to enroll the children in several initiatives offered as a part of the plan's value-added benefits, such as after-school and fitness programs. These benefits are available to all members with a SoonerSelect plan through Aetna Better Health of Oklahoma. More information is available [here](#).

This case underscores Aetna Better Health's ongoing efforts to expand its provider network and improve access to specialized care. Aetna Better Health is actively working to establish more contracts with providers to better serve members, particularly in areas with limited specialist availability.



“Aetna Better Health remains committed to fostering the well-being of communities we serve,” added Taylor-Lyphout. “By tackling obstacles in healthcare access and utilizing innovative methods to deliver tailored support, we enhance our understanding of individuals’ and families’ needs and strategically allocate resources to effectively address health challenges directly. We’re thankful for the dedication of our hard-working team members and the support of our partners, including the Oklahoma Health Care Authority, our provider network and Oklahoma’s elected officials, to help ensure the SoonerSelect program is successful.”