aetna
Aetna Better Health® of Pennsylvania

Improved claims experience through digital updates

Beginning August 7, 2026, we're making digital updates to make the claims process faster and easier to manage. These updates will give you clearer details, so you can act sooner and avoid delays.

What's changing

Starting August 7, 2026, these updates will be available:

- For some commercial claims, your ERA will show when Aetna® needs documents or other information before the claim can move forward.
- Aetna may include more than one ERA remark code message on a claim to give you more details.
- The new Medical Attachments Dashboard in Availity® will let you see claims that need additional information and send up to 10 attachments, with each file up to 64 MB.
- In Claim Status Inquiry, category codes P3 and P4 will change to F2 when Aetna needs more information.
- The 277P transaction will no longer be available after August 7, 2026.

What you can do

- Check your ERA for claims details and next steps.
- Use the Medical Attachments Dashboard in Availity to view claims that need more information and submit requested documents.
- Don't use the appeals form or dispute addresses to send requested documents.

Submitting requested documents through Availity can help you avoid delays.

Questions?

- If you have questions about your ERA, contact your clearinghouse first. If Availity is your vendor, call Availity at **1-800-282-4548 (1-800-AVAILITY)**.
- For help with the Medical Attachments Dashboard, watch the demo in Availity. Go to Help & Training, select Get Trained and type "Attachments Dashboard" in the search bar.

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