

 Aetna Better Health® of Kentucky Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	3/11/2022
	To	All Network Providers
	From	Provider Experience
	Subject	Method of Claim Payments – Action may be required
	Document ID	Aetna - 912

Virtual Credit Card process beginning 4/04/2022

Aetna Better Health of Kentucky is working to improve provider payment methods to eliminate paper checks. Beginning 4/04/2022, payments will be issued either via electronic funds transfer (EFT) or Virtual Credit Card (VCC). The Virtual Credit Card payment is the newest option that we are making available to our provider network.

The following letter was sent to providers who currently receive paper checks. If you receive this letter, please respond accordingly. If you have questions about the EFT authorization form or enrollment process please call Provider Services at 855-300-5528, or email KYFinanceEFTEnrollment@aetna.com.



Important notification from Aetna Better Health of Kentucky regarding your method of claim payments. Action may be required.

Dear <PROVIDER NAME>:

Aetna Better Health of Kentucky is working to improve provider payment methods to eliminate paper checks. Payments will be issued either via electronic funds transfer (EFT) or Virtual Credit Card (VCC). The Virtual Credit Card Payment is the newest option that we are making available to our provider network.

VCC PAYMENTS

VCC payments work in the same way as other credit card payments – as when patients call with credit card numbers to pay balances. Here's how it works:

- You receive a printed Explanation of Payment that includes a 16-digit card number.
- You enter the number and the full amount of the payment into your credit/debit point-of-sale terminal before the expiration date.
- You receive funds in the same timeframe as your other credit card payments.
- There is no need to enroll to receive VCC payments as they are processed under the merchant agreement with your banking partner.
- Note that your merchant/banking partner charges fees for the payment transaction. These fees are in lieu of the check clearing fees you currently pay.

Providers not enrolled for EFT payments will receive VCC payment information printed on your Explanation of Payment (EOP). See sample below.



ENROLLING FOR EFT

Please go to the Aetna Better Health of KY website www.aetnabetterhealth.com/Kentucky to access the enrollment form and instructions. Completed forms with voided check and/or bank letter and completed authorization agreement forms can be submitted by email or fax.

- Email to: KYFinanceEFTEnrollment@aetna.com Only one form per email.
- Fax to: Aetna Better Health Finance at 844-217-1249. Only one form per fax.

If you have questions about the EFT authorization form or enrollment process, please call the Provider Relations Department at 855-242-0802, or via email at KYFinanceEFTEnrollment@aetna.com

Questions?

Simply contact your Network Relations Manager. Our most current listing is attached. The listing can also be found on our website.