

Aetna Better Health® of Louisiana
2400 Veterans Memorial Blvd, Suite 200
Kenner, LA 70062



January 23, 2023

Aetna Better Health® of Louisiana

New P.O. Box Address and Vendor for Paper Claim and Claim
Correspondence – Effective 4/3/2023

P.O. Box **#61808** Will No Longer Be Valid Starting **April 3rd, 2023**

A key factor in getting claims processed in a timely manner is correct claims submission, and ABH provides multiple options for you to choose from, including the sending of paper claims through the mail.

Aetna will be replacing the current vendor, Change Healthcare (CHC), with Conduent for services related to the receipt and imaging of all paper claim and claim correspondence. The change in vendor requires a change in the P.O. Box number and physical location to which any Aetna Medicaid paper claim and correspondence are currently sent, specifically from **P.O. Box #61808 in Phoenix, AZ** to **P.O. Box #982962 in El Paso, TX**.

We are making you aware that the new P.O. box, **#982962**, will be live and reflected electronically anywhere the P.O. box address is currently listed on **April 3rd, 2023**. Once the new P.O. Box is live, mail must be sent to the following address:

New P.O. Box

Aetna Better Health of Louisiana
P.O. Box 982962
El Paso, TX 79998-2962

Mail will be forwarded from the old P.O. Box to the new P.O. Box for 12 months after **4/3/2023**. To assist us in processing and paying claims efficiently, accurately, and timely, the health plan highly encourages practitioners and providers to submit claims electronically, when possible.

Additional details can be found in the sections below. If you have any questions about our claim submission process you can contact our Provider Experience Department at 1-855-232-0802 (TTY: 711).



Important Plan Addresses & Contacts – Beginning 4/3/2023

Type	Physical Address	Phone	Online/Fax/Other
CLAIMS & CLAIMS CORRESPONDENCE		MAIL TO → EL PASO, TEXAS	
Paper Claims & Claim Correspondence	Aetna Better Health of Louisiana Claims and Resubmissions P.O. Box 982962 El Paso, TX 79998-2962	N/A	Submit claims or resubmissions online through ConnectCenter. Provider ID: 128LA Resubmitted claims should have “resubmission” marked clearly on the claim form to avoid being denied as a duplicate.
Disputes Network providers	Aetna Better Health of Louisiana Attention: Cost containment P.O. Box 982962 El Paso, TX 79998-2962	Verbal: 1-855-242-0802 (TTY: 711)	Be sure to complete and submit the claim resubmission and dispute form (PDF) with any supporting documentation
GRIEVANCES & APPEALS		MAIL TO → CLEVELAND, OHIO	
Grievances & Appeals Both network and out-of-network providers	Aetna Better Health of Louisiana Grievances and Appeals P.O. Box 81040 5801 Postal Rd Cleveland, OH 44181	Verbal: 1-855-242-0802 (TTY: 711)	Fax: 860-607-7657 Email: LAAppealsAndGrievances@Aetna.com