

**Aetna Better Health® of Maryland**  
509 Progress Dr, Ste 117  
Linthicum, MD 21090



March 22, 2022

## **Aetna Better Health® of Maryland**

### Reminder: Where to send correspondence

Effective July 1, 2022, we will no longer accept Provider Mail that is directed to our Linthicum, MD office.

#### **Resubmissions, Reconsiderations and Disputes**

If you are mailing hard copy claims or claim resubmissions, reconsiderations or disputes, please direct those to:

**Aetna Better Health of Maryland**  
Claims and Resubmissions  
PO Box 982968  
El Paso, TX 79998-2968

Resubmissions, Reconsiderations and Disputes should be clearly marked on the envelope and the first page of the request.

#### **Appeals and Grievances**

Whenever possible please submit your appeal, complaint or grievance electronically. It is preferred that you submit through the Availity provider portal using the direct application for Appeals, Complaints and Grievances: <https://apps.availity.com/availity/web/public.elegant.login> or you may submit by fax to: **1-844-312-4257**.

If you prefer to mail hard copy requests for appeal, complaint or grievance, they must be sent to

**Aetna Better Health of Maryland**  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181

If you are submitting appeals for multiple claims in one mailing you must use physical barriers (elastic, paper clip, binder clip, sheet of blank colored paper etc) for each claim in the submission in order to maintain the original received date. Please remember to include supporting documentation specific to the item/service being appealed.

Thank you,

Provider Services  
**Aetna Better Health of Maryland**