



Par-Provider Dispute Process

We've observed an increase in issues related to dispute submissions. Aetna values your participation with our health plan and the efforts to make health care easier for our members. This notice is a reminder of the correct process for submitting disputes.

If you are a participating provider, you can file disputes by submitting through Availity:

- **Availity:**
 1. Log in to Availity through the Provider Portal
 2. Navigate to the 'Claim Status' screen
 - a. Ensure the region is correct
 - b. Select Claims & Payments
 - c. Select Claim Status
 - d. Ensure the organization is "Aetna Medicaid Administrators"
 3. Click 'Send Attachments'
 4. Attach dispute form and/or any others supporting documents
 5. 'Submit'
- Or by **mailing** in the [dispute form](#):

Aetna Medicare HIDE (HMO D-SNP)

PO Box 982963

El Paso, TX 79998-2970

Note: Providers have 180 days from the date of determination, unless otherwise indicated in your provider agreement, to submit a claims resubmission/reconsideration, corrected claim or dispute.

If you previously submitted a non-participating provider appeal using Availity, please resubmit to ensure proper processing. You may submit a copy of your acknowledgement from Availity as proof of timely filing, if needed.

We appreciate your continued partnership in providing quality care to our members. If you have any questions regarding this notice, please contact your provider liaison or Provider Services at **1-866-316-3784**.