



AETNA BETTER HEALTH®
Key Contact Information

Important Contacts	Phone Number	Fax	Hours of Operation	Days of Operation (excluding State holidays)
Aetna Better Health Administration	1-855-456-9126 (follow the prompts)	NA	8 a.m.-5 p.m. Eastern	Monday-Friday
Member Services (Eligibility Verification)	1-855-456-9126 (follow the prompts)	Toll Free Fax: 1-855-863-6421	8 a.m.-5 p.m. Eastern	Monday-Friday
Provider Relations	1-855-456-9126 (follow the prompts)	1-860-754-2056 Toll Free Fax: 1-855-222-6621	8 a.m.-5 p.m. Eastern	Monday-Friday
NY Relay	Dial 711	NA	24 hours / 7 days per week	24 hours / 7 days per week
Liberty Dental Plan (Dental)	1-866-674-0982 TTY: 1-877-855-8039	NA	8 a.m.-8 p.m. Eastern	Monday-Friday
eyeQuest (Vision) eyeQuest@dentaQuest.com	1-855-873-1282	1-888-696-9552	7 a.m.-7 p.m. Central	Monday-Friday
Transportation	1-855-456-9126 (Member Services Department)	NA	8 a.m.-5 p.m. Eastern	Monday-Friday
<u>Adult Care and Assisted Living Complaints</u> http://www.health.state.ny.us/facilities/assisted_living/	1-866-893-6772	NA	8:30 a.m. -4:30 p.m. Eastern	Monday-Friday Voicemail – After Hours
<u>Complaints About Home Care Agencies</u> The New York State Department of Health, Division of Home and Community-Based Care http://homecare.nyhealth.gov/about.php?p=help Mail Complaints to: Bureau of Home Care and Quality Indicators/Evaluation 161 Delaware Avenue Delmar, NY 12054	1-800-628-5972	1-518-408-1636	24 hours / 7 days per week	24 hours / 7 days per week
Reporting Complaints	Phone Number	Fax	Hours of Operation	Days of Operation (excluding State holidays)

<p><u>Nursing Home Complaints</u></p> <p>The New York State Department of Health, Division of Residential Services (DRS)</p> <p><u>http://www.health.state.ny.us/facilities/nursing/complaints.htm</u></p> <p>Mail Complaint Forms to:</p> <p>NYSDOH DRS/SNHCP Mailstop: CA/LTC Empire State Plaza Albany, NY 12237</p>	1-888-201-4563	1-518-408-1157	24 hours / 7 days per week	24 hours / 7 days per week
Aetna Better Health Special Investigations Unit (SIU)	1-800-338-6361 (follow the prompts)	NA	24 hours / 7 days per week	24 hours / 7 days per week
Health Plan Compliance Hotline	1-855-456-9125	NA	24 hours / 7 days per week	24 hours / 7 days per week
NYS Office of Advocate for Persons with Disabilities <u>http://cqc.ny.gov/</u>	1-800-624-4143	NA	NA	NA
NYC Mayor's Office for People with Disabilities <u>http://www.nyc.gov/html/mopd/html/home/home.shtml</u>	1-212-788-2830 or TTY 1-212-788-2838	1-212- 341-9843	NA	NA

IMPORTANT ADDRESSES

Aetna Better Health (Provider Claim Disputes)	Aetna Better Health Attention: Provider Relations Manager 101 Park Ave, 15th Fl New York, NY 10178
Aetna Better Health (Claims Submission)	Aetna Better Health (NY) PO Box 982972 El Paso, TX 79998-2972