

Aetna Better Health® of Pennsylvania
Aetna Better Health® Kids
2000 Market Street Ste. 850
Philadelphia, PA 19103



IMPORTANT NOTICE

PROMISE ID ENROLLMENT TO BE REQUIRED AT ALL SERVICE LOCATIONS

Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, all Medicaid and CHIP providers who render services for Medicaid or CHIP beneficiaries, must be enrolled with DHS and have a valid PROMISE Identification Number (PROMISE ID) **for each service location at which a provider operates**. DHS uses the National Provider Identification (NPI) number and taxonomy submitted on claims to validate the enrollment of providers in PROMISE.

Additionally, Aetna Better Health requires all participating Medicaid and CHIP providers contracted with Aetna Better Health who provide services for Medicaid or CHIP beneficiaries and who have not yet enrolled, to promptly enroll with the state of Pennsylvania PROMISE for **all service locations** as soon as possible.

If you need to verify if you are enrolled in PROMISE at **all service locations**, you can access the DHS online portal at:

<https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

Beginning **July 1, 2019** Aetna Better Health will deny claims submitted **if an Aetna Better Health contracted Medicaid or CHIP provider has not enrolled in PROMISE at EACH SERVICE LOCATION.**

For a copy of the complete DHS notice regarding the enrollment requirement and process, visit http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_284208.pdf

If you have questions regarding this enrollment requirement notice please call Aetna Better Health Provider Relations at **1-866-638-1232**.

Sincerely,

Shalini Patel
Director, Provider Relations