

Aetna Better Health® of Pennsylvania
Aetna Better Health® Kids
1425 Union Meeting Road
Blue Bell, PA 19422



September 30, 2022

New P.O. Box Address and Vendor for Paper Claim and Claim Correspondence – Effective 12/1/2022

Claims P.O. Box #62198 will no longer be valid starting **December 1st, 2022**.

A key factor in getting claims processed in a timely manner is correct claims submission, and Aetna Better Health of Pennsylvania and Aetna Better Health Kids (CHIP) provide 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 claims and claim correspondence. The change in vendor requires a change in the P.O. Box number and physical location to which any Aetna Medicaid or CHIP paper claim and correspondence are currently sent, specifically from **P.O. Box #62198** in **Phoenix, AZ** to **P.O. Box #982973** in **El Paso, TX**.

We are making you aware that the new P.O. box, **#982973**, will be live and reflected electronically anywhere the P.O. box address is currently listed on **December 1st, 2022**. Once the new P.O. Box is live, mail **must** be sent to the following address:

New P.O. Box

Aetna Better Health of Pennsylvania
Aetna Better Health Kids
P.O. Box 982973
El Paso, TX 79998-2973

Mail will be forwarded from the old P.O. Box to the new P.O. Box for 12 months after **12/1/2022**. 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 Relations Department by calling 1-866-638-1232.

Thank you,
Aetna Better Health of Pennsylvania
Aetna Better Health Kids (CHIP)

Additional Provider Education Regarding Change

Aetna Better Health uses the TriZetto QNXT® system to process and adjudicate claims. Both electronic and paper claims submissions are accepted. 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.

How to File a Claim

Source: Aetna Better Health of Pennsylvania Provider Manual

Electronic Billing

In an effort to streamline and refine claims processing and improve claims payment turnaround time, Aetna Better Health encourages providers to electronically submit claims through Change Healthcare or Office Ally.

Use our EDI payer number 23228, when submitting claims for both CMS 1500 and CMS-1450 forms.

Change Healthcare also offers verification that allows you to submit claims by visiting Change Healthcare at changehealthcare.com. Before submitting a claim through your clearinghouse, please verify that your clearinghouse is compatible with Change Healthcare or Office Ally.

We strongly encourage the electronic filing of claims (EDI). Electronic billing:

- Eliminates the cost of sending paper claims
- Allows you to track each claim sent
- Minimizes clerical data entry errors
- Ensures faster processing and payment of claim

We have agreements with the EDI claim clearinghouses listed below. They have software that sends pre-edited CMS 1500 02/12 and CMS-1450 claims to our Claim Department for review.

Important points to remember:

- Aetna Better Health does not accept direct EDI submissions from its providers
- Aetna Better Health does not perform any 837 testing directly with its providers, but performs such testing with Change Healthcare
- For electronic resubmissions, providers must submit a frequency code of 7 or 8 – any claims with a frequency code of 5 will not be paid
- Providers must be ICD-10 compliance upon roll-out

Paper Claims

We encourage providers to bill electronically but realize there are times where providers need to submit claims on paper. Paper claims can be submitted to:

Current Mailbox	New Mailbox (Effective 12/1/2022)
Aetna Better Health Claims Submissions P.O. Box 62198 Phoenix, AZ 85082-2198	Aetna Better Health P.O. Box 982973 El Paso, TX 79998-2973

Important Aetna Better Health Addresses for Providers

CLAIMS & CLAIMS CORRESPONDENCE

MAIL TO → EL PASO, TEXAS

<p>Paper Claims & Claim Correspondence</p>	<p>Aetna Better Health P.O. Box 982973 El Paso, TX 79998-2973</p>	<p>Provider Relations or CICR: 1-866-638-1232</p>	<p>Electronic Payor ID: 23228</p>
<p>Resubmissions <ul style="list-style-type: none"> • Submitted within the contracted timely filing guidelines • Submitted electronically through our EDI vendors when supporting doc. not required • Submitted on paper to our processing center when supporting doc. is required </p>	<p>Aetna Better Health P.O. Box 982973 El Paso, TX 79998-2973</p>	<p>Provider Relations: 1-866-638-1232</p>	<p>When submitting a corrected claim, indicate on the claim whether it is a corrected claim or a resubmitted claim with appropriate supporting documentation.</p>
<p>Inquiries</p>	<p>Aetna Better Health Attn: Claims Department P.O. Box 982973 El Paso, TX 79998-2973</p>	<p>Claims Inquiry Line: 1-866-638-1232 <i>Available 8 AM to 5 PM EST each business day</i></p>	
<p>Medical Records</p>	<p>Aetna Better Health P.O. Box 982973 El Paso, TX 79998-2973</p>	<p>Provider Relations: 1-866-638-1232</p>	<p>Can also submit through the Secure web portal accessible via our website</p>

DISPUTES, GRIEVANCES & APPEALS

MAIL TO → CLEVELAND, OHIO

<p>Disputes Participating Providers</p>	<p>Aetna Better Health Attn: Complaints, Grievances and Appeals P.O. Box 81040 5801 Postal Road Cleveland, OH 44181</p>	<p>Verbal Disputes 1-866-638-1232 or Contact your assigned Provider Relations Representative</p>	<p>Fax #: 1-860-754-1757 Via Email: PAMedicaidAppeals&Grievance@Aetna.com</p>
<p>Grievances & Appeals Both in-network and out-of-network providers</p>	<p>Aetna Better Health Attn: Complaints, Grievances and Appeals P.O. Box 81040 5801 Postal Road Cleveland, OH 44181</p>	<p>Verbal Appeals and Grievances: 1-866-638-1232</p>	<p>Fax #: 1-860-754-1757 Email: PAMedicaidAppeals&Grievance@Aetna.com</p>