

# 2023 Quick Reference Guide

## Aetna Better Health® Kids

Administrative Office	<b>1-800-822-2447</b> 1425 Union Meeting Road Blue Bell, PA 19422	Complaints, Grievances & Appeals	PO Box 81040 5801 Postal Road Cleveland, OH 44181  F: <b>1-860-754-1757</b> PAMedicaidAppeals& Grievance@Aetna.com
Pharmacy: CVS Caremark	<b>1-866-638-1232</b>	eviCore®	Evicore.com
Eligibility Verification (by phone)	<b>1-800-822-2447</b>	• Radiology	<b>1-888-693-3211</b>
Claim Submission Address/Payor ID	Aetna Better Health® Kids P.O. Box #982973 El Paso, TX 79998-2973 Emdeon Payor ID: 23228	• Pain Management	<b>1-888-393-0989</b>
Prior Authorization Phone and Fax Numbers	P: <b>1-866-638-1232</b> F: <b>1-877 363-8120</b>  <a href="https://www.aetna.com/better-health/pennsylvania/providers/materials-forms">AetnaBetterHealth.com/Pennsylvania/ providers/materials-forms</a>	• Client Services	<b>1-800-575-4517</b>
Provider Manual	<a href="https://www.aetna.com/better-health/pennsylvania/providers/manual">AetnaBetterHealth.com/ Pennsylvania/providers/manual</a>	Real Time support via Emdeon	• Claim Inquiry & Response ( <b>276/277</b> ) • Eligibility Inquiry & Response ( <b>270/271</b> ) • Health Service Review Inquiry & Response ( <b>278</b> )  Emdeon Payor ID: 23228
Website	<a href="https://www.aetna.com/better-health/pennsylvania">AetnaBetterHealth.com/Pennsylvania</a>	EFT / ERA	Visit <a href="https://www.aetna.com/better-health/pennsylvania/providers/materials-forms">AetnaBetterHealth.com/ Pennsylvania/providers/materials- forms</a> , then click on the Electronic Fund Transfer (EFT)/Electronic Funds Remittance Advice (ERA) tab
Provider Web Portal	<a href="https://www.aetna.com/better-health/pennsylvania/providers/portal">AetnaBetterHealth.com/ Pennsylvania/providers/portal</a>	Vision: Superior Vision	<b>1-866-819-4298</b>
Peer to Peer Request	<b>1-959-299-6960</b>	Provider Relations, Contracting & Updates	P: <b>1-866-638-1232</b> F: <b>1-860-754-5435</b>  <a href="mailto:PaABHProviderRelationsMailbox@Aetna.com">PaABHProviderRelationsMailbox@ Aetna.com</a>
Member Services	<b>1-800-822-2447</b>	Special Needs Unit	<b>1-855-346-9828</b>
Claims Customer Service Contact	CICR: <b>1-866-638-1232</b>	Dental: SKYGEN Provider Services	<b>1-800-508-4892</b> <a href="https://www.skygenusa.com">skygenusa.com</a>
Language Line Services	<b>1-800-385-4104</b>		

## Pennsylvania Department of Human Services Resources

Dept of Human Services Helpline	<b>1-800-692-7462</b>	Provider Inquiry Hotline	<b>1-800-537-8862</b> Prompt 4
Behavioral Health	<b>1-800-433-4459</b>	Pharmacy Hotline	<b>1-800-558-4477</b> Prompt 1
OMAP – HealthChoices Program: Complaint, Grievance & Fair Hearings	<b>1-800-798-2339</b>  PO Box 2675 Harrisburg, PA 17105-2675	MA Provider Enrollment Applications/Changes	<b>1-800-537-8862</b> Prompt 1
Eligibility Verification System (EVS)	<b>1-800-766-5387</b>  <a href="https://www.dhs.pa.gov/providers/Providers/Pages/EVI.aspx">DHS.pa.gov/providers/Providers/ Pages/EVI.aspx</a>	Outpatient Providers Practitioner Unit	<b>1-800-537-8862</b> Prompt 1
		MA Provider Compliance Hotline	<b>1-800-333-0119</b>