

# **Aetna Better Health<sup>®</sup> of Virginia (HMO SNP)**

## **New P.O. Box Address and Vendor for Paper Claim and Claim Correspondence**

**P.O. Box #63518 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 ABH provides 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 claim and claim correspondence. The change in vendor requires a change in the P.O. Box number and physical location to which any Aetna Medicaid paper claim and correspondence are currently sent, specifically from **P.O. Box #63518 in Phoenix, AZ** to **P.O. Box #982974 in El Paso, TX**.

We are making you aware that the new P.O. box, **#982974**, 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 Virginia  
P.O. Box 982974  
El Paso, TX 79998-2974

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.

If you have any questions about our claim submission process you can contact our Provider Relations Department at 1-800-279-1878 (Medallion 4.0/FAMIS) or 1-855-652-8249 (CCC Plus).

Thank you,  
Aetna Better Health of Virginia