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We appreciate you

As part of our Social Care Network, you play a critical role in enhancing our members' health and well-being. And we sincerely appreciate all that you do.



Count on us for all-around support

Whether you're simply contacting us with a question or submitting claims, know that we're always here for you. We want you to feel confident and comfortable — with every interaction we have.

Our commitment to you

- Responding to your emails within 48-72 hours
- Providing the information and education you may need
- Answering your questions about billing and more
- Processing and paying your claims in a timely manner



It's easy to reach us

- Member Services/Care Coordination: ABHNY-SCN@Aetna.com
- Claims: NY_ProviderRelations@Aetna.com

Note: Submit claims through Availity or Office Ally and use Payer ID 34734.

Thanks for being part of our Social Care Network!

Please add Communications@em.AetnaMedicaid.com to your address book to make sure our messages reach your inbox.

Need help/contact us:

If you have any questions, please [contact us](#).

AetnaBetterHealth.com/NewYork

We are located at P.O. Box 818089, Cleveland, OH 44181-8089.

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