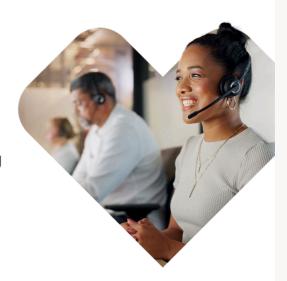
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Aetna Better Health® of New York

# 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: <u>ABHNY-SCN@Aetna.com</u>
- 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 <u>Communications@em.AetnaMedicaid.com</u> to your address book to make sure our messages reach your inbox.

#### Need help/contact us:

If you have any questions, please contact us.

## <u>AetnaBetterHealth.com/NewYork</u>

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

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