

**Aetna Better Health® of Kansas**  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210



## **Aetna Better Health® of Kansas**

### **Provider Overpayments & Recoveries**

Aetna Better Health of Kansas will resume overpayment recoveries that were temporarily placed on hold in September on November 29, 2019. At that time, we will begin to send letters to providers on identified overpayments greater than \$100. Aetna will not be proactively recovering any single claim overpayment less than \$100. However, should you wish to remit any self-identified overpayments for any amount, you may contact Provider Relations at **1-855-221-5656** for assistance.

Upon commencement of recovery activities, providers will be notified that they can:

- Submit a refund check for the overpayment amount indicated within 60 days of receiving the overpayment letter.
- Contact the Claims Inquiry Claims Research Department to approve the overpayment offset to begin from future payments prior to the 60-day deadline.
- If we do not receive one of the above responses, the overpayment will be offset against future payments but no sooner than 11/30/2019.

To stay current with Aetna Better Health of Kansas' projects, you can access the most recent KanCare 2.0 Claims Resolution Log at <https://www.kmap-state-ks.us/Public/bulletins/bulletinsearch.asp> and enter "claims resolution log" into the keyword search.

Aetna will be available for face-to-face or telephonic consultations to review open or closed projects with our providers. Should you require assistance beyond the revised negative balance report that is available upon request or the new detailed recovery file report available through our secure web portal, our Provider Experience team is available to support you. Providers can register for our secured portal at <https://www.aetnabetterhealth.com/kansas/providers/portal>.

#### **Questions?**

If you have general questions about this communication, please contact Aetna Better Health of Kansas Provider Experience Department at:

**By Phone: 1-855-221-5656**

**By Email: [providerexperience\\_ks@aetna.com](mailto:providerexperience_ks@aetna.com)**

**AetnaBetterHealth.com/Kansas**

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To setup an onsite or telephonic consultation with your local Provider Experience contact your Provider Experience Liaison directly. Contact information for your local resource can be found [here](#).