

AETNA BETTER HEALTH® OF KENTUCKY

Fax Blast

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To: All Network Providers Fax: <<location_fax>>
From: Provider Relations Date: March 11, 2016
Re: ChangeHealth (formerly Emdeon) Pages: 2 pages with cover
Taxonomy

Notes:

We appreciate your participation in the Aetna Better Health of Kentucky provider network. Please review the attached information.

Thank you for being part of the Aetna Better Health of Kentucky network.

This document may contain confidential or privileged information. If you think you have received this message in error, please contact the sender and then destroy this document immediately. Thank you, Aetna Inc.

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To: All Network Providers
From: Provider Relations
Date: March 11, 2016
RE: ChangeHealth Taxonomy

As a reminder taxonomy is required on all claim submissions. Aetna Better Health understands that some of the clearing houses may not have turned on the taxonomy loop as part of the submission to the new Aetna Better Health of KY payor ID 128KY, in particular Gateway EDI. We have confirmation that Gateway did not fix this issue until on or around February 22nd. We are waiting on confirmation from other clearinghouses as well. On Monday March 7th, ChangeHealth (Emdeon) sent the following notice to all of clearing houses to remind them what needed to be done. In addition, Gateway has confirmed that they will be resending claims they have received prior to the update made in their system back to ChangeHealth (Emdeon). As a result, you will see on the next remit denials for any claims that were transmitted with no taxonomy, but please be assured that Gateway EDI has resubmitted these claims on your behalf.

If you do not use Gateway as your clearinghouse, please contact your clearinghouse to confirm that they have turned on the correct Loop segment below to transmit taxonomy. Once they have confirmed that the Loop is on, please ask them to resubmit your claims from January 25, 2016 and forward to Aetna Better Health. We are also working with ChangeHealth to try and identify other clearinghouses that may not have correctly set up our new Payor ID 128KY.

Subject: NEW PAYER AVAILABILITY – Update
Date: 03/07/2016
LOB: Institutional/Professional
Payer(s): 128KY - AETNA BETTER HEALTH OF KENTUCKY
Topic:

Please be advised of this UPDATE to a CSA originally released on 1/14/2016. Effective 2/1/2016, Emdeon is pleased to announce additional connectivity to the above Payer for electronic HOSPITAL and MEDICAL Claim transactions.

IMPORTANT - The Payer requires all claims include the Billing Provider Taxonomy Code (Loop 2000A, PRV03). Failure to comply with the edit will result in claim rejections or denials at the Payer.

Action Required by Customer:

Please update your system and procedures to take advantage of this new connection. For assistance with submitting claims electronically, please contact your Practice Management System Vendor or Emdeon Customer Support.

Action Taken by Emdeon:

Emdeon worked closely with the Payer to establish this additional connectivity for our customers.

Thank You for your attention and cooperation,

Emdeon

CSA ID: 1-1TBRPLT