

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date	6/07/2022
	To	All Network Providers
	From	Provider Experience
	Subject	Correspondence Address update
	Document number	Aetna-1016

Effective August 1, 2022, we will no longer accept Provider Mail that is directed to our 9900 Corporate Campus Drive, Suite 1000, Louisville, KY 40223 office.

### Resubmissions

If you are mailing hard copy claims or claim resubmissions, please direct those to:

**Aetna Better Health of Kentucky**  
Claims and Resubmissions  
PO Box 982969  
El Paso, TX 79998-2969

Claim Resubmissions should be clearly marked on the envelope and the first page of the request.

### Appeals and Grievances

Whenever possible please submit your appeal, complaint or grievance electronically. It is preferred that you submit through the Availity provider portal using the direct application for Appeals, Complaints and Grievances: <https://apps.availity.com/availity/web/public.elegant.login> or you may submit by fax to: **855-454-5585**.

If you prefer to mail hard copy requests for appeal, complaint or grievance, they must be sent to

**Aetna Better Health of Kentucky**  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181

If you are submitting appeals for multiple claims in one mailing you must use physical barriers (elastic, paper clip, binder clip, sheet of blank colored paper etc) for each claim in the submission to **maintain the original received date**. Please remember to include all documentation you would like reviewed with your appeal request.

### Questions?

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.

**<INSERT PR CONTACT LIST>**