



Need to track your appeal?



With the implementation of the New Enhanced Availity, the ABHKY Appeals and Grievance department would like to advise providers of one nuance.

The new platform is meant for **Provider appeals only**. Grievances can be submitted in the new Availity; however, tracking is not available in the new enhanced system. If you would like to continue to have the ability to track grievances, please continue to submit through the old system.

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:

[Log In to Availity](#)

or you may submit by fax: **855-454-5585**

Please include all documentation you would like reviewed for the appeal, including member name, ID#, claim number, date of service, amount billed, etc. when submitting via the portal.

Member appeals pre-service can also be faxed to **855-454-5585** or email to:

KYAppealandGrievance@aetna.com

Aetna Better Health of Kentucky
PO Box 81139
5801 Postal Road
Cleveland, OH 44181

Provider appeals post service can also be faxed to 855-454-5585 or email to:

KYAppealandGrievance@aetna.com

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



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