



Aetna Better Health®  
of Oklahoma

**Aetna Better Health® of Oklahoma**  
777 NW 63<sup>rd</sup> Street, Suite 100  
Oklahoma City, OK 73116

## **Aetna Better Health® of Oklahoma**

Reminder: timely filing of claims

Dear Provider Partner,

**To ensure prompt and accurate processing, please be sure that all claims are submitted within the required filing period.**

### **Timely filing deadline**

Providers have **180 days** from the date of service to submit a claim. Claims received after this 180-day window may be denied for failure to meet timely filing requirements.

### **Critical update**

Starting July 1, claims submitted after the 180-day filing period because of provider billing errors will not be eligible for a waiver or reprocessing. Requests for reconsideration related to untimely filing will be reviewed based on established filing requirements. Providers should review their internal processes to help ensure claims are submitted on time and with accurate information.

### **Claims best practices**

- Submit all claims promptly and within the 180-day filing period.
- Verify that each claim is complete and accurate before submission to avoid processing delays.
- Track your submission dates to ensure claims are filed within the required timeframe.

### **Our commitment to you**

Aetna Better Health takes pride in the partnership we share with our provider partners. Your timely cooperation helps us to deliver quality care and seamless service to the members we serve together. Thank you for your continued dedication and partnership.

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## **Questions?**

Contact the Provider Engagement team at: **1-844-365-4385** or by email at [\*\*ABHOKProviderEngagement@Aetna.com\*\*](mailto:ABHOKProviderEngagement@Aetna.com)