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ATTENTION! Effective immediately, please use the following email for all rosters and changes (i.e. locations additions, name changes, terminations etc.): PaABHProviderRelationsMailbox@Aetna.com.

This is the only box you should be sending these additions/terms/changes to. When you send the changes into this email you will receive an email with a case number. Please keep this and refer it when requesting any status updates. Thank you for your immediate attention to this update.

Check Out Our Enhanced Benefits



ONLY for Aetna Better Health® Kids members! Scan the QR Code for details.

Be sure to share this exclusive Aetna Better Health Kids information with our members.



OTC Benefit

Get \$30 in OTC (over-the-counter) products every month, at no cost



Kids' Sports Physical

No cost sports physical exam



Medication Lockbox

Keep medications locked and away from kids



Enhanced Vision Benefit

\$50 more off fashion frames



Medically Tailored Meals

Food delivered if you have certain medical conditions



Enhanced Dental Benefit

Crowns that look like real teeth



Transportation

Rides to medical appointments

Member Services
AetnaBetterHealthKidsPA.com
1-800-822-2447 (TTY: 711)



Pennsylvania's Children's Health Insurance Program
We Cover All Kids.



Aetna Better Health® Kids
A CHIP Health Plan



Update Your Provider Information

Share your demographics

We've made changing your demographic information easier! We now have an online form you can fill out and hit submit and that's it! The process is easier, quicker and more accurate. [Update your info today!](#)

Do we have your email address?

Several months ago we started sending your practice important communication updates via email and then to fax, then your physical address. We need your current email address to get provider updates to you quicker and more efficiently. Be sure to give your Provider Rep an email for your practice. It will keep you "in the know" about Aetna Better Health® Kids!

Keep your office contact information current

Make sure your contact information is current with us. Just fill out the practitioner information change form and fax it to **1-860-754-5435** or email it to PaABHProviderRelationsMailbox@Aetna.com.

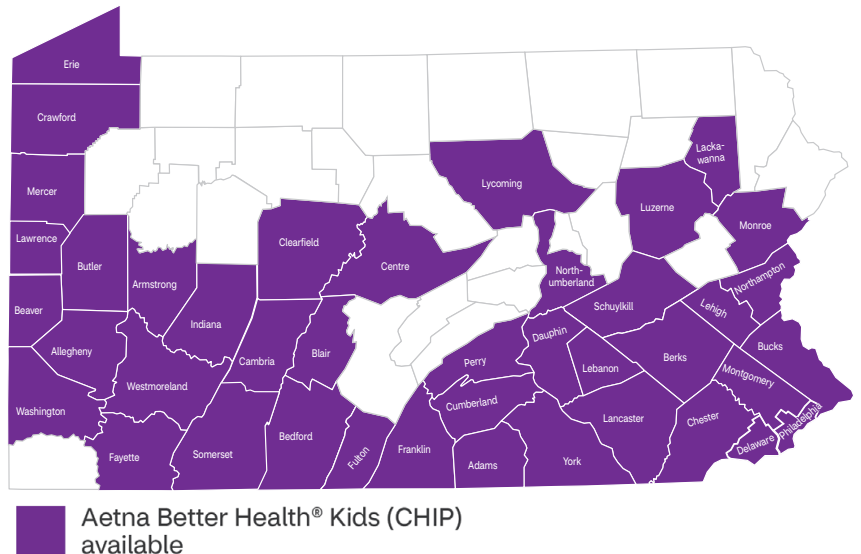
If you have to make changes to 10+ providers, use our provider roster worksheet. Remember to fill out the entire worksheet. This will allow us to timely update your provider records along with meeting state and NCQA requirements. Once you've updated the spreadsheet, email it to PaABHProviderRelationsMailbox@Aetna.com.



Aetna Better Health® Kids (CHIP) Is Now in 41 Pennsylvania Counties

Aetna Better Health® Kids expanded its coverage area to 41 counties across the Commonwealth to reach even more children! Not only did we add more counties and members, we added more providers to help fulfill our mission to improve the health of the members we serve.

We are looking to grow even more in 2023! With the medical, dental and vision services we offer and our exclusive Enhanced Benefits for members and we are always seeking new providers to serve our new members!



If you have providers in your office not currently participating or credentialed to service our Aetna Better Health® Kids CHIP members, we can help you become a CHIP provider.

Contact your provider representative, email PaABHProviderRelationsMailbox@Aetna.com or call Provider Relations at **1-866-638-1232**.



Complaints, Grievances and Appeals Address Reminder

The Aetna Better Health® Kids **Complaints, Grievances and Appeals (CGA) mailing address changed**. There are now two different addresses for member CGA and a different provider CGA address.

Reach us here if you prefer to email or fax:



Email

PAMedicaidAppeals&Grievance Aetna.com



Fax

860-754-1757



**Aetna Better Health® Kids
Complaints, Grievances and Appeals**
PO Box 81139
5801 Postal Road
Cleveland, OH 44181



**Aetna Better Health® Kids
Complaints, Grievances and Appeals**
PO Box 81040
5801 Postal Road
Cleveland, OH 44181



Member ID Numbers Changed

The last week of May, all Aetna Better Health® Kids members received a new Member ID Card in the mail. This card has a new 10 digit member ID card that replaces their old 9 digit number. Be sure to ask all members for their new ID Card when they visit your practice.

Please be aware that the new ID number has been effective since May 1, 2023 and should be used when submitting all claims for Aetna Better Health® Kids.



Maintaining Accurate Provider Rosters, Service Locations and Contact Information

Network providers should contact their Provider Relations Consultant or Provider Services with changes to their demographic information. Providers can verify their demographic data at any time using the Aetna Better Health® “real-time” [provider network directory](#).

Requests for changes to address, phone number, or tax ID, or additions and/or deletions to group practices, must be made through the online [provider change form](#). You can also update us via a [paper change form](#).

Email the form to:

PaABHProviderRelationsMailbox@Aetna.com

Mail form to:

Aetna Better Health® Kids
Attention: Provider Relations
PO Box 818047
Cleveland, OH 44181-8047



New Dental HEDIS Measures for 2023

The HEDIS measure Annual Dental Visit has been retired.

The two new 2023 HEDIS dental measures are:

- **Topical Fluoride For Children (TFC)**

- Measure assesses the percentage 1-4 years of age who received at least two fluoride varnish applications during the calendar year.
- Applies to both Medical and Dental providers:
 - Medical providers: CPT code 99188
 - Must be billed with ICD-10 code Z41.8
 - Dental providers: CDT code D1206

- **Oral Evaluation, Dental Services (OED)**

- Measure assesses the percentage of members under 21 years of age who received a comprehensive or periodic oral evaluation by a dental provider during the calendar year
- Applies to Dental providers (CDT codes D0120, D0145, D0150)

Medical providers can help with the dental measures by:

- Providing in office fluoride treatment to members ages 1-4 years of age when appropriate
- Screening members for regular dental checkups at every visit
- Educating members as to how their oral health can impact other medical conditions
- Encouraging members to make dental appointments as needed at each visit

For more information on these new measures reach out to our Quality Management Department at AetnaBetterHealthPAQM@Aetna.com.

We appreciate your commitment to our member's oral and overall health!



Paper Claims

We encourage providers to bill electronically but realize there are times where providers need to submit claims on paper. **Paper claims can be submitted to:**



Claims Mailbox

Aetna Better Health® Kids
P.O. Box 982973
El Paso, TX 79998-2973



Help Patients Get the Most Out of Each Well-Child Visit

Do you have patients with Aetna Better Health® Kids that haven't been to a well-child visit in the past year?

Reach out to them to schedule one soon.

Remind them the visit is no cost to them.

Talk to your patients about the three best ways for kids to stay healthy:

- Regular wellness checkups
- Being physically active
- Making healthy food choices

Make suggestions about healthier foods to choose at restaurants, such as:

- Grilled, baked, or broiled lean meat, poultry, or fish (not fried)
- Side dishes like fruit, vegetables, beans, whole grain breads or cereal that are prepared without added fat and salt. Some of these can replace French fries as the side at no extra charge.

For children ages birth to age five who may have developmental delays, PA CONNECT will work with you and your patient to support the child's growth and development. For more information, call PA CONNECT at **1-800-692-7288**.



Help Ensure Your Patients Don't Lose Their Coverage

As you may know, the public health emergency (PHE) related to COVID-19 ended May 11, 2023. States now have 12 months to recertify the eligibility of all CHIP enrollees.

Those who no longer meet eligibility requirements — or who don't take the steps to confirm their eligibility — may lose their coverage.

Even before the PHE, thousands of people were disenrolled from CHIP every month for procedural reasons. In many cases, recipients weren't even aware that they needed to recertify their eligibility.

How you can help

- Remind your patients to confirm their current contact information with their state CHIP agency or caseworker. They can visit the website below for more information and to get started.

Also, make note of the phone number for your state's CHIP enrollment office. It is **1-866-550-4355**. Keep it handy at your front desk, billing office or anywhere staff can share with patients.

Thank you for supporting us in this effort.

For more information, visit www.dhs.pa.gov/PHE/Pages/Stakeholder-Resources.aspx



Provider Webinars for You

Aetna Better Health Kids offers Provider Educational Webinars on a quarterly basis each or more often when needed. Our webinars are designed to provide you with a variety of timely topics that will improve your experience with our health plan.

Our provider webinars are scheduled for:

- September 27, 2023 at 11:00 AM. (Topic to be determined)
- December 13, 2023 at 11:00 AM (Topic to be determined)

Click to register.



EFT/ERA Registration Process/All Providers

Aetna Better Health® Kids is partnering with Change Healthcare to introduce the new EFT/ERA Registration Services (EERS), a better and more streamlined way for our providers to access payment services.

What is EERS?

EERS offers providers a standardized method of electronic payment and remittance while also expediting the payee enrollment and verification process. Providers will be able to use the Change Healthcare online tool to manage EFT and ERA enrollments with multiple payers on a single platform.

How does it work?

EERS gives payees multiple ways to set up EFT and ERA in order to receive transactions from multiple payers. If a provider's tax identification number (TIN) is active in multiple states, a single registration will auto-enroll the payee for multiple payers. Registration can also be completed using a national provider identifier (NPI) for payment across multiple accounts.

Providers who currently use Change Healthcare as a clearinghouse will still need to complete EERS enrollment, but providers who currently have an application pending with Change Healthcare will not need to resubmit. Once enrolled, payees will have access to the Change Healthcare user guide to aid in their navigation of the new system.

How and when do I enroll?

Aetna Better Health Kids® has migrated all payee enrollment and verification to EERS. To enroll in EERS, please visit [AetnaBetterHealth.com/pennsylvania/providers/forms](https://payerenrollservices.com/pennsylvania/providers/forms) and click on the EFT or ERA tab or go to <https://payerenrollservices.com>.

For questions or concerns, please reach out to your Aetna Provider Network team, scroll down to see the FAQ or visit the Change Healthcare FAQ page for more information.

Change Healthcare's Payer Enrollment Services FAQ

What is Payer Enrollment Services (PES)?

Payer Enrollment Services (PES) is a service for providers to enroll and manage Electronic Funds Transfers (EFT) and Electronic Remittance Advice (ERA) enrollments with multiple payers in a single location. Instead of enrolling with each payer individually, providers can use the PES service to enroll with multiple payers in a single solution. These enrollments are then delivered to payers for decisioning.

How do I log in?

Click the "Begin Enrollment" button. If you have an existing account with Change Healthcare with another solution, press 'Sign In'. If you are a new user, fill out the information and press "Create Account". You will receive an email to activate your account.

How do I submit an enrollment?

- Create your enrollment by filling out the Provider Information, Contact Information, Bank Information (only if adding EFT enrollment(s)), and Enrollment Information.
- Submit your enrollment(s) and you will receive an email notification confirming submission to Change Healthcare.
- Log in to the Provider Portal to check the status of your enrollment(s).

How do I check the status of the enrollments that I submitted?

Log in to the Provider Portal to view the status of enrollments submitted.

How do I know when my enrollment(s) were successfully approved by the payer?

- Log into Provider Portal to view the status of enrollments submitted.
- Enrollments that the payer has received are in a "Payer Received" status. These are in review with the payer so please wait to receive a decision.
- Enrollments that were successfully processed and approved by the payer will have a 'Payer Approved' status. Enrollments that the payer rejected will have a 'Payer Rejected' status.

Where can I submit new enrollments?

After your initial submission, you can log in to the Provider Portal to submit new enrollments using the "Add New Enrollment" button. This only becomes available once Change Healthcare has approved one of your enrollments.

How do I withdraw an enrollment?

Contact the Change Healthcare Support Team and let them know that you would like to withdraw an enrollment.

Who can I contact for help?

Contact the Change Healthcare Support Team at **800-956-5190**
Monday through Thursday
8:00am to 5:00pm CST



Learn More About Availity



Availity Essentials provider portal provides access to a robust self-service and online tools to allow more independent and remote providers to easily navigate Aetna’s policies, procedures, and requirements. Availity allows providers to directly communicate with Aetna’s clinical and administrative staff through the Contact Us application. Providers support capabilities offered through Availity include the ability for providers to:

Claim Submissions	Appeals & Grievance Appeals	Prior Authorization Submission
Claim Status Inquiries	Appeals & Grievance Status	Prior Authorization Status
Payer Space	Panel Rosters	Eligibility and Benefits
Contact Us Messaging	Specialty Pharmacy Prior Authorization	Reports & PDM

If you’re new to Availity, there are many resources to help guide providers on how to navigate the site. Availity is free for all providers and offers a single sign on for participating payers.

Bookmark these resources for easy access:

- [Availity.com/Essentials](https://www.availity.com/Essentials) — 24/7 access to training resources and recorded webinars to view at your leisure
- **Aetna Crosswalk** — Aetna Better Health tools and resources

Get to know Availity

Availity is your trusted source for payer information, so you can focus on patient care.

If your organization isn’t registered with Availity, get started today at [Availity.com/provider-portal-registration](https://www.availity.com/provider-portal-registration).

Live webinars for Availity portal users

Once you’re registered, sign in at [Apps.availity.com/availity/web/public.elegant.login](https://apps.availity.com/availity/web/public.elegant.login). The Availity Learning Team offers regularly scheduled live webinars on a variety of topics including:

- Prior authorization submission and follow-up training
- Navigating the attachments dashboard and workflow options
- Resources and tips for new administrators on Availity
- Use Availity portal to submit professional claims
- Availity claim status

Tips for finding live webinars

- In the Availity Portal, select Help & Training > Get Trained to open your ALC catalog in a new browser tab.
- In the ALC catalog > Sessions tab, browse or search by webinar title and look for Live Webinar and the date. You can also scroll the months using Your Calendar in the top left of the page.

After you enroll, watch your email inbox for confirmation and reminder emails with information to join and downloadable iCal options.

Can’t make a live session? The ALC catalog includes lots of on-demand options, too.

In the ALC Catalog, look for courses with a title that ends in Recorded Webinar, for example, Navigating the Attachments Dashboard and Workflow Options – Recorded Webinar.

2023 Quick Reference Guide

Aetna Better Health® Kids

Administrative Office	1-800-822-2447 1425 Union Meeting Road Blue Bell, PA 19422	Complaints, Grievances & Appeals	PO Box 81040 5801 Postal Road Cleveland, OH 44181 F: 1-860-754-1757 PAMedicaidAppeals& Grievance@Aetna.com
Pharmacy: CVS Caremark	1-866-638-1232	eviCore®	Evicore.com
Eligibility Verification (by phone)	1-800-822-2447	• Radiology	1-888-693-3211
Claim Submission Address/Payor ID	Aetna Better Health® Kids P.O. Box #982973 El Paso, TX 79998-2973 Emdeon Payor ID: 23228	• Pain Management	1-888-393-0989
Prior Authorization Phone and Fax Numbers	P: 1-866-638-1232 F: 1-877 363-8120 AetnaBetterHealth.com/Pennsylvania/ providers/materials-forms	• Client Services	1-800-575-4517
Provider Manual	AetnaBetterHealth.com/ Pennsylvania/providers/manual	Real Time support via Emdeon	
Website	AetnaBetterHealth.com/Pennsylvania	• Claim Inquiry & Response (276/277) • Eligibility Inquiry & Response (270/271) • Health Service Review Inquiry & Response (278) Emdeon Payor ID: 23228	
Provider Web Portal	AetnaBetterHealth.com/ Pennsylvania/providers/portal	EFT / ERA	Visit AetnaBetterHealth.com/ Pennsylvania/providers/materials- forms , then click on the Electronic Fund Transfer (EFT)/Electronic Funds Remittance Advice (ERA) tab
Peer to Peer Request	1-959-299-6960	Vision: Superior Vision	1-866-819-4298
Member Services	1-800-822-2447	Provider Relations, Contracting & Updates	P: 1-866-638-1232 F: 1-860-754-5435 PaABHProviderRelationsMailbox@ Aetna.com
Claims Customer Service Contact	CICR: 1-866-638-1232	Special Needs Unit	1-855-346-9828
Language Line Services	1-800-385-4104	Dental: SKYGEN Provider Services	1-800-508-4892 skygenusa.com

Pennsylvania Department of Human Services Resources

Dept of Human Services Helpline	1-800-692-7462	Provider Inquiry Hotline	1-800-537-8862 Prompt 4
Behavioral Health	1-800-433-4459	Pharmacy Hotline	1-800-558-4477 Prompt 1
OMAP – HealthChoices Program: Complaint, Grievance & Fair Hearings	1-800-798-2339 PO Box 2675 Harrisburg, PA 17105-2675	MA Provider Enrollment Applications/Changes	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS)	1-800-766-5387 DHS.pa.gov/providers/Providers/ Pages/EVI.aspx	Outpatient Providers Practitioner Unit	1-800-537-8862 Prompt 1
		MA Provider Compliance Hotline	1-800-333-0119