

2024 Quick Reference Guide



Aetna Better Health® Kids
A CHIP Health Plan

Aetna Better Health® Kids (CHIP)

Administrative Office PO Box 81040 5801 Postal Road Cleveland, OH 44181	1-866-638-1232
Pharmacy: CVS Caremark	1-866-638-1232
Eligibility Verification (by phone)	1-800-822-2447
Claim Submission Address/Payor ID Aetna Better Health® Kids P.O. Box #982973 El Paso, TX 79998-2973 Emdeon Payor ID: 23228	
Prior Authorization AetnaBetterHealth.com/Pennsylvania/providers/materials-forms Fax: 1-877 363-8120	1-866-638-1232
Provider Manual AetnaBetterHealth.com/Pennsylvania/providers/manual	
Website AetnaBetterHealth.com/Pennsylvania	
Availity Provider Portal AetnaBetterHealth.com/Pennsylvania/providers/portal	
Peer to Peer Review	1-833-459-1998
Member Services	1-800-822-2447

Claims Customer Service Contact (CICR)	1-866-638-1232
Language Line Services	1-800-385-4104
Complaints, Grievances & Appeals PAMedicaidAppeals&Grievance@Aetna.com PO Box 81040 5801 Postal Road Cleveland, OH 44181 Fax: 1-860-754-1757	
Real Time support via Emdeon • Claim Inquiry & Response (276/277) • Eligibility Inquiry & Response (270/271) • Health Service Review Inquiry & Response (278) Emdeon Payor ID: 23228	
EFT / ERA AetnaBetterHealth.com/Pennsylvania/providers/materials-forms Click on the Electronic Fund Transfer (EFT)/Electronic Funds Remittance Advice (ERA) tab	
Vision: Superior Vision	1-866-819-4298
Provider Relations, Contracting & Updates PaABHProviderRelationsMailbox@Aetna.com Fax: 1-860-754-5435	1-866-638-1232
Special Needs Unit	1-855-346-9828
Dental: SKYGEN Provider Services skygenusa.com	1-800-508-4892

Pennsylvania Children's Health Insurance Program (CHIP) Resources

CHIP Helpline	1-800-986-5437
Dept. of Human Services Helpline	1-800-692-7462
OMAP – HealthChoices Program: Complaint, Grievance & Fair Hearings PO Box 2675 Harrisburg, PA 17105-2675	1-800-798-2339
Eligibility Verification System (EVS) DHS.pa.gov/providers/Providers/Pages/EVI.aspx	1-800-766-5387
Provider Inquiry Hotline	1-800-537-8862 (Prompt 4)
Pharmacy Hotline	1-800-537-8862 (Prompt 1)

Provider Enrollment Applications/Changes	1-800-537-8862 (Prompt 1)
Outpatient Providers Practitioner Unit	1-800-537-8862 (Prompt 1)
Provider Compliance Hotline	1-800-333-0119
CHIP County Assistance Office dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx	
COMPASS Chip Benefit Enrollment compass.state.pa.us/Compass.Web/public/cmphone	
Welfare Fraud TipLine	1-844-347-8477