

Aetna Better Health of Texas

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1.800.306.8612 (Tarrant Medicaid) | 1.800.248.7767 (Bexar Medicaid)



AETNA BETTER HEALTH® OF TEXAS

Aetna Better Health's Policy regarding Claims Paid on Members who are Terminated Retroactively

This is an important reminder concerning Aetna Better Health claims paid on Medicaid and CHIP members during eligibility segments that are later determined invalid due to the State of Texas' retroactive termination of eligibility.

Aetna Better Health will be seeking overpayment recovery for claims paid on retro-actively terminated members. When the State of Texas notifies Aetna Better Health that a member has been retro-terminated, Aetna will send letters to providers requesting refunds on claims paid on these members that are no longer eligible.

As always, we appreciate your participation in our network and the quality care you provide to our members. If you have any questions, please contact us at 1-800-306-8612 (Tarrant) or 1-800-248-7767 (Bexar).