Aetna Better Health SM Premier Plan (Medicare-Medicaid)

3200 Highland Avenue, MC F661 Downers Grove, IL 60515

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NETWORK NOTICE

Date: 09/22/2020 To: Network Providers From: Aetna IL Premier Plan - MMAI Provider Experience RE: Update Collection Remits

UPDATE TO COLLECTION REMITTANCE

When a claim has been adjusted, which results in a negative balance (for longer than 30 days), currently you are receiving a collection letter once per month through the mail. You are also receiving the claims detail that created the negative balance, along with any offsetting claims, with the monthly collection advice. The collection advice summary indicates the amount of refund we are requesting.

Beginning May 1st, 2020 these letters and claim detail are available for providers to review 24/7 via our secure Provider Portal. Below are steps to access this information.

1. Providers can access the portal from the ABHIL Premier Plan website under Provider Notices tab and Provider Portal tab. <u>https://www.aetnabetterhealth.com/Illinois</u>

2. Provider must have a secure log on and password

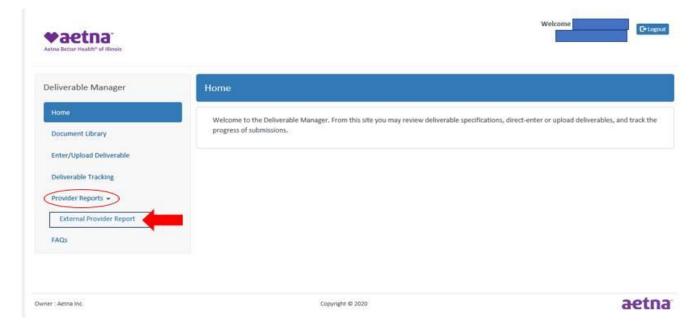
◆actna* Actna Better Health* of Elinais	User Name (Medicaid)	Why register for this secure web portal?		
	L have forgotten my user name Password	Whether you are a member or provider, you'll helpful information and resources within this sect of our Web site. In a secured environment, you review your claims or authorizations, validate mem		
	Lhave forgotten my password	 eligibility or submit requests. We invite you to register and learn more about what the secure web portal ca offer you. If you are already registered, please Sig In. Please register if you are a current provider of 		
	Sign In			
		member and wish to access your account.		
		PROVIDER MEMBER		

3. At the bottom of the home screen is a list of all the Health Tools and select the Provider Deliverable Manager with Provider Report Management Tool

My Account	Tasks	Health Tools	Important Links	Contact Us
User Details Provider Details Change Password Change Secret Question Inbox Attachments E-Referral	Authorization Search Claims Search Search Remittances Search Members Panel Roster Search Providers	PA Requirement Search Tool Submit Authorizations Case Management Provider Deliverable Manager (with Provider Report Management Tool) Register for EFT Register for ERA Business Intelligence Reports	Guide FAQ Disclaimer Sitemap Referrals and Authorizations	r Questions? We're here to help. Just call Member/Provider Services at (866) 600-2139 (Aetna Better Health Premier Plan) or hearing impaired (TTY/TDD): 711. You can <u>contact us</u> .

4. Using the PDM tool - select the External Provider Report

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to **do_not_call@aetna.com.** An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.



5. The External Provider Report page will open. It will list your provider name and Id number at the top left of the page. You will be about to select the report by provider and time period by using the filters. The results will appear at the bottom of the page. Click the report name, the file will open. The file contains the letter and claims data that is mailed out today. This is accessible 24 hours a day 7 days a week.

	Provider Report > External Provider Report	
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Document Library	Provider:	Provider Tool Links
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	Aetna Better Health of Illinois. For help and other instructions, please click here.	For questions, please contact
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Home Document Library Enter/Upload Deliverable Deliverable Tracking Provider Reports = External Provider Report	Welcome: Provider: Welcome to the Aetna Better Health of Kentucky Provider Reporting Tool. For help and other instruction please click here. The following reports are available for the health plan. All of these may not be available to you.	Contact Us: For questions, please com our Provider Services Department at 1.866.212.2851 (Follow prompts to reach Provider
Home Document Library Enter/Upload Deliverable Deliverable Tracking Provider Reports •	Welcome: Provider: Welcome to the Aetna Better Health of Kentucky Provider Reporting Tool. For help and other instruction please click here. The following reports are available for the health plan. All of these may not be available to you. Report.Name Report.Description	Contact Us: For questions, please cont our Provider Services Department at 1.866.212.2851 (Follow
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Questions? Simply contact your Network Account Manager directly or please send an inquiry to: ILProviderUpdates@aetna.com