



Aetna® Medicare FIDE (HMO D-SNP) Provider Notice: Claim Rejections

We've observed an increase in issues related to claim rejections. Aetna values your participation with our health plan and your efforts to make health care easier for our members. This notice reviews a variety of reasons to why claims may be rejecting.

- **Verify member eligibility prior to billing:**
 - Verify insurance at every encounter before the appointment & re-verify at check-in.
 - Collect accurate patient information
 - Validate effective dates, termination dates, and plan types through Availity (www.Availity.com).
 - Check for secondary insurance.
- **For Aetna Medicare FIDE (HMO D-SNP) or Aetna Better Health Premier Plan MMAI, use the payer ID 26337:**
 - Avoid using the *Aetna Better Health of Illinois (Medicaid)* payer ID 68024
- **New Claim Submissions:**
 - Claims must be filed on a valid claim form and submitted based on the contracts timely filing limit. For hospital inpatient claims, date of service means the date of discharge of the enrollee. Non-network providers rendering prior authorized services within 365 days from the date services were performed and follow the same timely filing guidelines as Original Medicare guidelines.

Please resubmit the rejected claim using the tips above to ensure proper processing. Claims may be submitted through Availity (with payer ID 26337). Or mail the claims to:

Aetna Medicare FIDE (HMO D-SNP)

PO Box 982970

El Paso, TX 79998-2970

We appreciate your continued partnership in providing quality care to our members. For more information regarding claim submissions, please review the provider handbook: www.aetnabetterhealth.com/illinois/providers/fide/handbook

If you have any questions regarding this notice, please contact your provider liaison or Provider Services at **1-866-600-2139**.

Sincerely,

Aetna Medicare FIDE (HMO D-SNP)

Provider Experience Team

If you have general questions about this communication, please contact our Provider Services Department:

By Phone: **1-866-600-2139** (TTY: 711)

By Email: COEProviderServices@Aetna.com