



FAX

To: All Aetna Better Health of Louisiana Providers

Date: March 30, 2020

Provider Education: Claim Status in the Secure Provider Web Portal

Aetna Better Health of Louisiana would like to provide education on reviewing claim status in our Secure Web Portal.

In the claims search tool on our Secure Web Portal, it allows you to refine your search by specific criteria such as claim status.

These claim statuses are not finalized and could change once the payment process is complete:

1. Adjudicated: The claim has been adjudicated but is not ready for payment.
2. Deny: The claim has either failed adjudication or has been pended for manual review and is not ready to be submitted for payment.
3. Open : The claim is currently being processed but has not been adjudicated.
4. Pay: The claim has passed the adjudication process and is ready to be submitted for payment.
5. Pend: The claim has been set aside for review to determine if it should be paid or denied.
6. Void: This status is not a finalized status because voided claims are removed from the active claim inventory and must be re-entered.

These are final claim status and you can expect to see the same information on your remittance advice:

7. Reversed: The claim has been finalized and submitted for payment. Checks have been printed and the payment process is complete. However, errors have been identified and a mirror image of the claim has been created to correct the errors.
8. Denied: The claim has failed the adjudication process and has been denied. Denied claims can only be adjusted.
9. Paid: The claim has been finalized and submitted for payment. Checks have been printed and the payment process is complete.

During this COVID- 19 Crisis - All telehealth claims are initially in Deny Status this is only temporary. The deny status is due to each claim requiring manual review before it can move

through the payment process. As shown in number 2 above this is not a final status and could change once the manual review is completed. For all telehealth claims:

1. Please continue to bill Place of service (POS) 02 with modifier 95.
2. Only claim status **Reversed, Denied or Paid** will be found on your electronic remittance advise.
3. Contact your Provider Relations Liaison listed below if you require additional education or have questions regarding this notice.

Aetna Better Health® of Louisiana Program Service Area

Region	Provider Relations Liaison and Email Address	Phone number
1	Kathleen Dickerson DickersonK2@aetna.com	504-462-9986
Jefferson Parish	Adrian Lozano LozanoA@aetna.com	504-402-3417
2	Eve Serbert SerbertE@aetna.com	504-220-1413
3	Adrian Lozano LozanoA@aetna.com	504-402-3417
4	Brandy Wilson WilsonB8@aetna.com	504-264-4016
5	Eve Serbert SerbertE@aetna.com	504-220-1413
6	Jennifer Thurman ThurmanJ@aetna.com	318-413-0725
7	Chemeka Turner TurnerC7@aetna.com	318-349-6493
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