Aetna Better Health® of Oklahoma

Aetna Better Health® of Oklahoma
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Oklahoma City, OK 73116

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RE: What you need to know about balance billing

Dear Provider Partner,

Aetna Better Health® of Oklahoma reminds participating providers that balance billing Medicaid members for covered services is not allowed under any circumstances.

Participating providers **may not bill, charge, collect, or seek payment** from a Medicaid member for any covered service beyond applicable Medicaid cost-sharing amounts (if any), as defined by the member's benefit plan and state Medicaid requirements.

This requirement is established under federal law requiring providers to accept Medicaid payment as payment in full and to hold members harmless **(42 CFR §§ 447.15, 438.106; 42 U.S.C. § 1396u-2(b)(6)).** These requirements apply to all participating providers and extend to any third parties acting on your behalf.

Important: Prior to referring accounts to any collection agency, providers must ensure that Aetna Better Health member accounts are NOT included. Providers remain responsible for the actions of their contracted vendors.

When billing a member is permitted

A provider may bill a member **only if all the following conditions are met**:

- The service is **not a covered Medicaid benefit**, and
- The member provides **informed, written consent prior to the date of service**, and

The recipient of this notice may make a request to opt-out of receiving telemarketing transmissions from Aetna. There are numerous ways you may opt-out: The recipient may call toll-free **877-265-2711** and/or fax the opt-out request to **1-888-263-9488**, at any time, 24 hours a day/7 days 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.

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- The consent clearly identifies the specific non-covered service and acknowledges the member's financial responsibility

Note: Generic or blanket consent forms do **not** meet this requirement.

Consequences of non-compliance
Failure to comply with balance billing requirements may result in:

- **Termination** from the Aetna Better Health network
- **Referral to the Oklahoma Medicaid Fraud Division** for investigation
- **Referral to the U.S. Department of Health & Human Services Office of Inspector General (HHS-OIG)**

We value our provider partnerships and are committed to supporting compliance and protecting our members from inappropriate billing practices.

If you have questions about balance billing requirements, please contact the Provider Engagement team at: **1-844-365-4385** or by email at **ABHOKProviderEngagement@Aetna.com**

Aetna Better Health highlights

Helping providers prepare for significant changes coming January 1, 2027

Maternity billing changes begin January 1
Significant changes to maternity coding and reimbursement take effect January 1, 2027. These updates will require changes to billing workflows, documentation practices, and claims submission processes. Providers who deliver obstetric care should begin preparing now to avoid payment disruptions and ensure accurate reimbursement.

Work requirements are coming: Providers will play a critical role
Beginning January 1, 2027, a new federal law (H.R. 1, the One Big Beautiful Bill Act) requires some SoonerSelect members ages 19-64 to work, go to school or help in their community. These changes could significantly impact patient retention, quality outcomes, and value-based payment incentives tied to member engagement and continuity of care. To access the work requirements screener, visit the OHCA website **here**.