

July 26, 2019

## **IMPORTANT NOTICE**

### **PROMISE ID ENROLLMENT CLAIMS PROCESSING ISSUE IDENTIFIED**

#### **Issue Identified**

On July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, Aetna Better Health expanded our claim system edit for provider PROMISE enrollment to include logic around service location validation. It has come to our attention that we have been denying certain claims incorrectly since this edit was implemented.

We apologize for any inconvenience this may have caused.

In our review of claims denied, we identified several issues that caused claims to be denied in error. These include incorrect denials for taxonomy code (N255/N288) and enrollment in the state's Medicaid program (N767).

#### **PROMISE Billing Requirements Reminder:**

Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, all Medicaid and CHIP providers who render services for Medicaid or CHIP beneficiaries must be enrolled with DHS and have a valid PROMISE Identification Number (PROMISE ID) **for each service location at which a provider operates**. DHS uses the National Provider Identification (NPI) number, taxonomy and service location address submitted on claims to validate the enrollment of providers in PROMISE. If the combination of these three elements is not active in PROMISE, your claim will deny.

If you need to verify if you are enrolled in PROMISE for all taxonomy codes and at **all service locations**, you can access the DHS online portal at: <https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

You can also find a copy of the complete DHS notice regarding the enrollment requirement and process, visit [http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin\\_admin/c\\_284208.pdf](http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_284208.pdf)

## **Corrected Claim Resolution Timeline**

We anticipate the incorrect denials will be reprocessed by **Tuesday, August 27, 2019.**

If you have questions regarding this enrollment requirement notice please call Aetna Better Health Provider Relations at **1-866-638-1232.**

Sincerely,

Shalini Patel  
Director, Provider Relations