

Aetna Better Health® of Pennsylvania
2000 Market Street, Suite 850
Philadelphia, PA 19103



October 15, 2018

Important information regarding paper checks and paper remits

Dear Aetna Better Health of Pennsylvania Provider:

We want to provide you with some updates regarding your paper checks and paper remittance advices.

Paper remits are being discontinued

If you are receiving both electronic and paper remits, we will be discontinuing the paper remit on **November 15, 2018**.

If you have questions or would like to continue receiving paper remits, please call us at **1-866-638-1232**.

Enrolling for Electronic Funds Transfer (EFT) and Electronic Remit Advice (ERA)

To eliminate issues with the delivery of mailed checks, we strongly encourage providers to enroll for EFT and 835/ERA/Electronic Remits. Providers can enroll for EFT and ERA by visiting our website at aetnabetterhealth.com/pa and clicking on the "For Providers" link at the top of the page, and then selecting the "Forms" link on the left side of the page. Here, both EFT and ERA forms can be found. Submission instructions are provided on the form.

Refunds or return of paper checks

In an effort to ensure that any refund checks sent to our plan are properly accounted for and processed, please send checks to the appropriate address below.

Refund checks should be made out to Aetna Better Health of Pennsylvania and sent to this lockbox mailing address:

Aetna Better Health of Pennsylvania
PO Box 842640
Dallas, TX 75284-2640

Aetna Better Health of Pennsylvania payments being returned for correction should be mailed to:

Aetna Better Health of Pennsylvania
Attn: Finance
4500 E Cotton Center Blvd.
Phoenix, AZ 85040

Questions? Call Provider Relations at **1-866-638-1232**.

Sincerely,

Aetna Better Health of Pennsylvania
Provider Experience Team