

2026
VOLUME 3

Provider Newsletter



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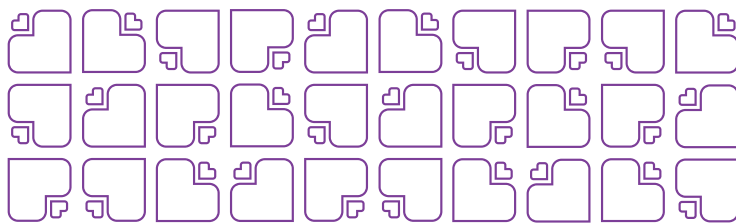
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Message for Provider

Stay informed. Strengthening care.

Thank you for your continued partnership and commitment to delivering high-quality care to Pennsylvania's children and families. As we move through the third quarter of 2026, we remain focused on supporting our provider network with timely information, practical resources and opportunities for continued collaboration.

Your partnership plays an important role in helping members access high-quality, coordinated care. Through ongoing education, communication and provider engagement, our goal is to make it easier for your practice to stay informed and connected to the resources available to you.



AetnaBetterHealthKidsPA.com
1-800-822-2447 (TTY: 711)



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.



Aetna Better Health® Kids
A CHIP Health Plan

What is balance billing?

Balance billing occurs when a provider bills member for the difference between the provider's charge and the amount paid by the health plan, or for services that should have been covered under the CHIP benefit.

CHIP member liability protections

Under the Pennsylvania Children's Health Insurance Program (CHIP) Agreement and applicable federal regulations (42 CFR 457.1226, referencing 438.106):

- CHIP members may not be billed for covered services beyond approved cost sharing, such as applicable co-payments or premiums.
- Members cannot be held financially responsible for amounts above the plan allowed payment; services denied or unpaid due to administrative or billing issues; or MCO or Department nonpayment.
- Payment from the CHIP health plan must be accepted as payment in full for covered, medically necessary services.

*These protections apply to all providers, including participating and authorized out of network providers.

Reminder: CHIP co-payment requirements

As a valued partner in caring for Pennsylvania's children, we want to remind you of the copayment requirements for CHIP members:

- Free CHIP Coverage: No co-payments apply for covered services.
- Cost and Full-Cost CHIP Coverage: co-payments apply for certain services, as outlined in the CHIP Member Handbook. These may include specialist visits, emergency room visits (non-emergent), and prescription medications.

Important

- Providers must collect applicable co-payments at the time of service.
- Co-payments should be deducted from the billed amount when submitting claims.
- Providers cannot deny services if a member is unable to pay the co-payment at the time of service.
- Balance billing beyond the member's cost-sharing liability is prohibited.

For details on co-payment amounts and covered services, please refer to the CHIP Member Handbook or visit AetnaBetterHealth.com/Pennsylvania.



Check out our new HEDIS Provider Toolkit for 2026!

Easily view and download here:

AetnaBetterHealth.com/content/dam/aetna/pdfs/HEDIS%20Toolkit%20Bklt%202601PA-26-03-21.pdf

Current CHIP Co-Payment Reference

Service	Low Cost Program Copay Amount	Full Cost Program Copay Amount
Primary Care Physician Visit	\$5	\$15
Specialist Visit	\$10	\$25
Urgent Care Center	\$25	\$25
Emergency Room	\$25	\$50
Generic Retail Prescription Drug (30 day supply)	\$6	\$10
Brand Retail Prescription Drug (30 day supply)	\$9	\$18
Generic Mail-Order Prescription Drug (90 day supply)	\$12	\$20
Brand Mail-Order Prescription Drug (90 day supply)	\$18	\$36

Provider responsibilities

As a CHIP network provider, you are required to:

- Refrain from billing CHIP members for covered services beyond permitted cost sharing
- Ensure billing staff understand CHIP cost sharing limits and enrollee protections
- Refund any amounts incorrectly collected from CHIP members
- Direct members with billing concerns to the health plan for assistance
- Follow proper notification and consent requirements before billing for noncovered services, when applicable

Why this matters

Improper billing can result in:

- Member complaints and grievances
- Required refunds and corrective action
- Sanctions or termination of provider agreements
- Enforcement actions under state and federal law

Questions or billing concerns?

If you have questions about CHIP billing requirements, member liability, or whether a service is covered, please contact Provider Services or refer to the CHIP Procedures Handbook.

Thank you for helping protect CHIP members and for your continued partnership in delivering quality care to Pennsylvania's children.



TiPS: Telephonic Psychiatric Services

Education & Training for Pediatric Primary Care Teams Across Pennsylvania

Enhance your team's knowledge & skills in addressing behavioral health concerns. We are your partner to improve the health of children across the Commonwealth.

Free Education & Training for Your Care Team

TiPS connects pediatric primary care providers and their staff across Pennsylvania with expert child psychiatrists at no cost. Consultations by phone, face-to-face, and customized team trainings are all available, designed to fit your practice schedule.

What We Offer

- **Telephonic Consultation** — Real-time, peer-to-peer advice from child psychiatrists within 30 minutes — often immediately.
- **Free Team Training** — In-person or virtual sessions customized to your team's schedule and learning needs.
- **Care Coordination** — Expert help connecting families to local behavioral health services, with follow-up to confirm connections.
- **One-Time Evaluations** — Diagnostic clarification and treatment recommendations to support care within primary care settings.

Training Topics Include

Partner with TiPS to create a customized training experience, training and educational opportunities include but are not limited to:

- Diagnosing & Treating ADHD in Primary Care
- Autism Spectrum Disorders — Assessment & Treatment
- Pediatric Mood & Anxiety Disorders
- Brief Behavioral Health Interventions
- Pediatric SSRI Protocol for Primary Care
- Suicide Screening & Intervention
- Substance Use Screening: The SBIRT Model
- Pediatric Eating Disorders
- Depression in Children & Adolescents

Find Your Regional Team

UPMC Children's Community Pediatrics

SW · NW Zones
Southwest & Northwest PA

[1-844-WPA-TiPS](tel:1-844-WPA-TiPS)

Penn State Health Children's Hospital

LC · NE Zones
Lehigh-Capital & Northeast PA

[1-800-233-4082](tel:1-800-233-4082), Option 3

Children's Hospital of Philadelphia (CHOP)

SE Zone
Southeast PA

[267-426-1776](tel:267-426-1776)

Serving children & adolescents up to age 21 covered by PA Medicaid (HealthChoices) & CHIP.
Available Monday–Friday, 9 a.m.–5 p.m.

Access and Availability Standards

We use accessibility/availability standards based on requirements from NCQA, state, and federal regulations. These standards are communicated to providers and members newsletter, our website, and as part of the provider manual.

Federal law requires that participating providers offer hours of operation that are no less (in number or scope) than the hours of operation offered to non-Medicaid members. If the provider serves only Medicaid recipients, hours offered to Medicaid managed care members must be comparable to those offered to Medicaid fee-for-service members.

Providers who do not meet these access standards are provided recommendations for improvements in order to meet the set standard.

The timely access standards for PCPs, behavioral health providers, and prenatal providers can be reviewed in the chart below.

Condition	Member	Provider	Standard
Emergency	CHIP	PCP or specialist	Members must be seen immediately or referred to an emergency facility
Behavioral health emergency	CHIP	PCP or specialist	Members must be seen immediately or referred to an emergency facility
Urgent medical condition	CHIP	PCP or specialist	Appointments must be scheduled within 24 hours
Behavioral health non-life threatening	CHIP	PCP or specialist	Appointments must be scheduled within 6 hours
Behavioral health urgent – no immediate danger	CHIP	PCP or specialist	Appointments must be scheduled within 48 hours
Routine (physical and CHIP behavioral)	CHIP	PCP	Appointments must be scheduled within 10 business days, with wait time less than 30 minutes

Provider Satisfaction & Survey Participation

Aetna Better Health Kids conducts annual provider satisfaction surveys to assess provider experience and identify opportunities for operational improvement.

Survey areas may include:

- Provider Services responsiveness
- Claims experience
- Prior authorization processes
- Provider communications
- Utilization management
- Quality management support

Provider feedback helps guide corrective actions, operational enhancements, and provider engagement initiatives.

Suicide Prevention Month

1. Why Suicide Prevention Matters in Pediatric Care

Suicide is a major public health concern, and suicidal thoughts can affect children, adolescents, and young adults. While suicide is complex, it is often preventable when warning signs are recognized early and appropriate support is provided. Early intervention can help connect youth and families to the care and resources they need before a crisis escalates.

Pediatric providers are often among the first professionals to identify emotional distress, making routine screening, awareness, and timely intervention important components of care.

2. Recognize Risk and Ask Directly

Ask the Question

Recognizing warning signs is an important first step in suicide prevention. Changes in mood, behavior, or functioning may indicate that a young person is struggling and needs additional support.

When concerns arise, asking directly about thoughts of self-harm or suicide can open the door to honest conversation and help determine whether further assessment is needed. Direct questions do not increase suicide risk and can help identify youth who may otherwise go unnoticed.

Provider Tip

When emotional distress, depression, anxiety, or concerning behaviors are present, consider incorporating a direct suicide risk assessment into your evaluation process.

3. Know What to Do When a Patient Screens Positive

A positive suicide screen should always be taken seriously. Early assessment, intervention, and connection to appropriate services can help reduce risk and support patient safety.

Ensure patients and families understand how to access immediate support when needed, including crisis response services and emergency resources. The 988 Suicide & Crisis Lifeline provides free, confidential support 24 hours a day, 7 days a week.

Provider Tip

Establish a clear plan for next steps before the patient leaves your office, including follow-up care, referrals, and crisis resources when appropriate.

4. Support Safety: Safety Planning Is More Than Giving a Crisis Number

Supporting safety involves more than providing crisis contact information. Effective suicide prevention includes ongoing engagement, connection, and follow-up. Key actions include:

- Ask about suicide risk
- Be present and listen without judgment
- Help keep the individual safe
- Connect the individual to support and treatment
- Follow up after the initial concern is identified

Provider Tip

Safety planning should be individualized and include collaboration with youth and caregivers whenever appropriate. Consider discussing supportive adults, coping strategies, crisis contacts, and steps to access additional care if symptoms worsen.

5. Make Sure Providers and Families Know Where to Turn

Many families are unaware of the resources available during a mental health crisis. Providing clear information before a crisis occurs can help families respond more effectively when support is needed.

Resources to Share

988 Suicide & Crisis Lifeline

- Call or Text 988
- Available 24/7
- Free and confidential support for individuals experiencing emotional distress, suicidal thoughts, or mental health crises



Additional Resources

- Suicide warning signs
- Strategies for helping someone in crisis
- Educational resources for youth, families, and communities

Key Message

One conversation can make a difference. Recognizing warning signs, asking directly, supporting safety, and connecting families to appropriate resources can help save lives.

Be More Efficient with Availity: Join Our Provider Portal

Have you joined our Provider Portal, Availity? With Availity, you can more easily support your patients – our members.

Availity has made it easier for you to:

- Submit appeals and grievances
- Submit prior authorizations and check their status
- Submit and check up on claims
- Plus more!

If you are already registered in Availity, you can simply select Aetna Better Health from your list of payers to begin accessing the portal and all of the above features.

If you are not registered, we recommend that you do so immediately. Click here to learn more about [Availity Portal Registration](#). Click here to [register](#).

Important Reminder

Before submitting a prior authorization request, we encourage you to verify authorization requirements using **ProPAT** — ABH Kid's online Prior Authorization search tool.

Clinical Practice Guidelines

Aetna Better Health Kids Clinical Practice Guidelines and Preventive Services Guidelines are based on nationally recognized recommendations and peer-reviewed medical literature.

The guidelines consider the needs of members, opportunities for improvement identified through our Quality Management program, and feedback from participating providers. Guidelines are updated as appropriate, but at least every two years.

Learn more

More information about our practice guidelines is on our website at

AetnaBetterHealth.com/pennsylvania/providers/index.html

Help Your Patients Use Their Value-Added Benefits

Visit our website

Many members are unaware of all the extra benefits available through Aetna Better Health Kids.

Encourage your patients and their families to visit our website to learn about the value-added benefits they may be eligible to receive.

View all value-added benefits at

AetnaBetterHealth.com/pennsylvania/whats-covered.html



Provider Engagement Leadership in the Field

Our Provider Engagement Team is excited to share some highlights from visiting providers in the field. We would love to meet with you. Please contact your network manager to schedule a meeting, or email us at ProviderRelationsPA1@Aetna.com.

KidsPeace Headquarters



During our visit to KidsPeace headquarters in Lehigh Valley, Pennsylvania, we had the opportunity to learn more about the organization's comprehensive behavioral health services for children and adolescents. Today, KidsPeace offers a wide range of services, including residential treatment, short- and long-term rehabilitation, outpatient care, foster care programs, educational services, and a dedicated school. It was a pleasure to have the opportunity to tour their state-of-the-art facilities and we encourage our provider partners to reach out to us or directly to KidsPeace to learn more about their services.

St. Luke's – Allentown



During our visit to St. Luke's, we had the privilege of meeting the team behind one of the region's largest healthcare systems. From credentialing staff to operational leaders, we saw firsthand the collaboration and dedication required to keep such a large organization running smoothly while providing exceptional care to the communities they serve.

Center City Pediatrics



During Provider Engagement's visit to Center City Pediatrics on August 3, 2026, the team toured the practice, met with administrative staff, and learned about their strong commitment to providing high-quality primary care to children throughout the Philadelphia metropolitan area. The team gained insight into the practice's passion for not only treating and preventing illness, but also supporting the growth and development of children, families, and expectant parents. Center City Pediatrics is dedicated to fostering the overall health and well-being of its patients through a comprehensive and family-centered approach to care.

Enhanced Provider Search Tool

We are excited to share updates to our Find Care provider search tool, making it easier for members to find participating providers and services within our network.

The enhanced Find Care experience helps members search for care, refine results based on their needs, and access provider information through an easy-to-use online tool. As members increasingly rely on Find Care to locate providers, maintaining accurate provider information remains essential to helping members connect with the right care at the right time.

Thank you for your continued partnership and commitment to serving our members.

2026

Quick Reference Guide



Aetna Better Health® Kids
A CHIP Health Plan



Aetna Better Health® Kids (CHIP)

Administrative Office [1-866-638-1232](tel:1-866-638-1232)
PO Box 81040
5801 Postal Road
Cleveland, OH 44181

Pharmacy: CVS Caremark [1-866-638-1232](tel:1-866-638-1232)

Eligibility Verification (by phone) [1-800-822-2447](tel:1-800-822-2447)
Claim Submission Address/Payer ID
Aetna Better Health® Kids
P.O. Box #982973
El Paso, TX 79998-2973
Emdeon Payer ID: 23228

Prior Authorization [1-866-638-1232](tel:1-866-638-1232)
AetnaBetterHealth.com/Pennsylvania/providers/materials-forms

Provider Manual
AetnaBetterHealth.com/Pennsylvania/providers/manual

Website
AetnaBetterHealth.com/Pennsylvania

Availity Provider Portal
AetnaBetterHealth.com/Pennsylvania/providers/portal

Peer to Peer Review [1-833-459-1998](tel:1-833-459-1998)

Member Services [1-800-822-2447](tel:1-800-822-2447)

Claims Customer Service Contact (CICR) [1-866-638-1232](tel:1-866-638-1232)

Language Line Services [1-800-385-4104](tel:1-800-385-4104)

Complaints, Grievances & Appeals
PAMedicaidAppeals&Grievance@Aetna.com

PO Box 81040
5801 Postal Road
Cleveland, OH 44181
Fax: **1-860-754-1757**

Real Time support via Emdeon
• Claim Inquiry & Response (276/277)
• Eligibility Inquiry & Response (270/271)
• Health Service Review Inquiry & Response (278)
Emdeon Payer ID: 23228

EFT / ERA
AetnaBetterHealth.com/Pennsylvania/providers/materials-forms

Click on the Electronic Fund Transfer (EFT)/Electronic Funds Remittance Advice (ERA) tab

Vision: Superior Vision [1-866-819-4298](tel:1-866-819-4298)

Provider Relations, Contracting & Updates [1-866-638-1232](tel:1-866-638-1232)
PaABHProviderRelationsMailbox@Aetna.com
Fax: **1-860-754-5435**

Special Needs Unit [1-855-346-9828](tel:1-855-346-9828)

Dental: SKYGEN Provider Services [1-800-508-4892](tel:1-800-508-4892)
skygenusa.com

Pennsylvania Children's Health Insurance Program (CHIP) Resources

CHIP Helpline [1-800-986-5437](tel:1-800-986-5437)

Dept. of Human Services Helpline [1-800-692-7462](tel:1-800-692-7462)

OMAP – HealthChoices Program: Complaint, Grievance & Fair Hearings [1-800-798-2339](tel:1-800-798-2339)
PO Box 2675
Harrisburg, PA 17105-2675

Eligibility Verification System (EVS) [1-800-766-5387](tel:1-800-766-5387)
DHS.pa.gov/providers/Providers/Pages/EVI.aspx

Provider Inquiry Hotline [1-800-537-8862](tel:1-800-537-8862)
(Prompt 4)

Pharmacy Hotline [1-800-537-8862](tel:1-800-537-8862)
(Prompt 1)

Provider Enrollment Applications/Changes [1-800-537-8862](tel:1-800-537-8862)
(Prompt 1)

Outpatient Providers Practitioner Unit [1-800-537-8862](tel:1-800-537-8862)
(Prompt 1)

Provider Compliance Hotline [1-800-333-0119](tel:1-800-333-0119)

CHIP County Assistance Office
dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx

COMPASS Chip Benefit Enrollment
compass.state.pa.us/Compass.Web/public/cmphome

Welfare Fraud TipLine [1-844-347-8477](tel:1-844-347-8477)