

2022 Quick Reference Guide

Aetna Better Health® Kids

Administrative Office	1-800-822-2447 1425 Union Meeting Road Blue Bell, PA 19422	Complaints, Grievances & Appeals	1425 Union Meeting Road Blue Bell, PA 19422 F: 1-860-754-1757 PAMedicaidAppeals&Grievance@Aetna.com
Pharmacy: CVS Caremark	1-866-638-1232	eviCore®	Evicore.com
Eligibility Verification (by phone)	1-800-822-2447	• Radiology	1-888-693-3211
Claim Submission Address/Payor ID	Aetna Better Health® Kids P.O. Box #982973 El Paso, TX 79998-2973 Emdeon Payor ID: 23228	• Pain Management	1-888-393-0989
Prior Authorization Phone and Fax Numbers	P: 1-866-638-1232 F: 1-877 363-8120 AetnaBetterHealth.com/Pennsylvania/assets/pdf/provider/PriorAuthForm-NDCCCode_PA_FINAL.pdf	• Client Services	1-800-575-4517
Provider Manual	AetnaBetterHealth.com/Pennsylvania/providers/manual	Real Time support via Emdeon	• Claim Inquiry & Response (276/277) • Eligibility Inquiry & Response (270/271) • Health Service Review Inquiry & Response (278) Emdeon Payor ID: 23228
Website	AetnaBetterHealth.com/Pennsylvania	EFT / ERA	AetnaBetterHealth.com/Pennsylvania/assets/pdf/provider/provider-forms/EFT-AuthorizationEnrollmentForm-PA.pdf
Provider Web Portal	AetnaBetterHealth.com/Pennsylvania/providers/portal	Vision: Superior Vision	1-866-819-4298
Peer to Peer Request	1-959-299-6960	Provider Relations, Contracting & Updates	P: 1-866-638-1232 F: 1-860-754-5435 ABHProviderRelationsMailbox@Aetna.com
Member Services	1-800-822-2447	Special Needs Unit	1-855-346-9828
Claims Customer Service Contact	CICR: 1-866-638-1232	Dental: SKYGEN Provider Services	1-800-508-4892 skygenusa.com
Language Line Services	1-800-385-4104		

Pennsylvania Department of Human Services Resources

Dept of Human Services Helpline	1-800-692-7462	Provider Inquiry Hotline	1-800-537-8862 Prompt 4
Behavioral Health	1-800-433-4459	Pharmacy Hotline	1-800-558-4477 Prompt 1
OMAP - HealthChoices Program: Complaint, Grievance & Fair Hearings	1-800-798-2339 PO Box 2675 Harrisburg, PA 17105-2675	MA Provider Enrollment Applications/Changes	1-800-537-8862 Prompt 1
Eligibility Verification System (EVS)	1-800-766-5387 DHS.pa.gov/providers/Providers/Pages/EVI.aspx	Outpatient Providers Practitioner Unit	1-800-537-8862 Prompt 1
		MA Provider Compliance Hotline	1-800-333-0119

