



9881 Maryland Drive,
Richmond, VA 23233

July 31, 2019

Provider Notification: Duplicate Remits

Dear Provider,

Effective September 1, 2019, Aetna Better Health of Virginia will no longer supply additional duplicate remits (RA/EOB). Remittance Advices (RA) are located on our secure portal. We've recently made some updates to our Provider Portal, which will now allow you to retrieve/access RA.

Currently, Aetna Better Health of Virginia provides an initial RA outlining the disposition of your claims. This initial RA will continue, but effective **September 1, 2019**, additional copies of a RA will now need to be retrieved via the Provider Portal. You will be able to download, save or print these payment registers for payment reconciliation and required documentation retention.

Providers must log in to the secured portal and obtain the RA when one is posted, and we ask that you arrange to supply these documents or give access to these documents to any contractor/vendors working on their behalf.

You can access the secure Provider Portal at www.aetnabetterhealth.com/va. If you need assistance with getting access or you have any questions, contact your Provider Relations representative: aetnabetterhealth-VAProviderRelations@aetna.com

The information below explains how to access an RA on the portal:

- Access Remittance Search Fields
 - Select *Search Remittances* in the left-hand panel under *Tasks*.
- Search by Member ID
 - Enter the member ID.
 - Select the servicing provider's name from the drop-down, then select *Search*.
 - The results show the Claim ID, Member Name, Check Number, Paid Date, and Total Paid.
 - Select the Claim ID to display the details of the Remittance Advice.
- Search by Claim ID
 - Enter the claim ID, select the servicing provider's name, then select *Search*.
 - The results show the Claim ID, Member Name, Check Number, Paid Date, and Total Paid.
 - Select the Claim ID to display the details of the Remittance Advice.
- Search by Date Range
 - Search by a date of service range or a claim paid date range. Select the radio button for the search option you would like, then enter the *To and From* date range. Select *Search*.
 - The results show the Claim ID, Member Name, Check Number, Paid Date, and Total Paid.
 - Select the Claim ID to display the details of the Remittance Advice.

For additional assistance, please contact our Claims department:

Medallion and FAMIS: **1-800- 279-1878**

CCC Plus: **1-855-652-8249**

HMO-SNP: **1-855-463-0933**

Sincerely,

Aetna Better Health of Virginia