

Participating Provider Quick Reference Guide

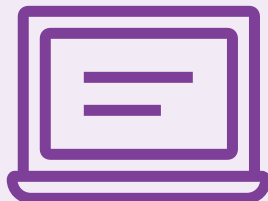
Helpful Web Links

[Our provider website](#)

[Provider Manual](#)

[Notices and newsletters](#)

[Secure Provider Portal \(Registration is required\)](#)



Provider Relations

Call Provider Relations for provider-related inquiries and to reach Claims Status, Inquiries or Research, Pharmacy, Prior Authorizations, and Member Services:

Phone: **1-800-279-1878 (TTY: 711)**

Fax: **844-230-8829**

Email: [AetnaBetterHealth-](mailto:AetnaBetterHealth-VAProviderRelations@Aetna.com)

[VAProviderRelations@Aetna.com](mailto:AetnaBetterHealth-VAProviderRelations@Aetna.com)

Contracting

For all contracting inquiries, [use this form](#).

To submit your request to become a participating provider with Aetna Better Health, [visit our website](#).

Pharmacy

To review our Formulary Drug List, prior authorization (PA) criteria, PA forms, and how to submit an electronic PA, providers can visit the [Pharmacy](#) section of our website.

The fax for PAs is **1-855-799-2553**.

Claims

Claims Submissions

All claims must be submitted with the following:

- Member's name, date of birth, and ID number
- Service/admission date
- Location of treatment
- Service or procedure
- NPI (not atypical providers)
- [DMAS Provider-enrolled taxonomy](#)

[Learn more about claims.](#)

Claims reconsideration? Submit the

[Provider Dispute and Resubmission Form](#).

Timely Filing Limits

- Medical claims must be submitted within 365 calendar days from the date of service or discharge. The claim will be denied if not received within the required timeframes.
- Corrected claims must be submitted within 365 days from date of service.
- Coordination of Benefits claims must be submitted within 365 days from date of member's Explanation of Benefits.

Electronic Claims Submissions

- Providers can submit claims through Office Ally (free of charge)
- EDI payer ID (837 Claim): 128VA
- Electronic claims can also be submitted through any clearing house with established services.
- To enroll in EFT/ERA, visit [here](#).
- To check the status of an EFT enrollment, contact ECHO at **1-888-834-3511**.

Paper Claim Submissions

Aetna Better Health of Virginia

Attn: Claims Department

PO Box 982974, El Paso, TX 79998-2974



Appeals

Submitted within 60 days of original denial. Fill out the [Authorization Release for Standard Appeal form](#) and fax this form with your appeal.

[Learn more about Grievances and Appeals.](#)

Provider Appeals

Aetna Better Health of Virginia

PO Box 81040

5801 Postal Road Cleveland, OH 44181

Member Appeals

Aetna Better Health of Virginia

PO Box 81139

5801 Postal Road
Cleveland, OH 44181

Medical and Behavioral Health PAs

Fax for Legacy M4: **866-669-2454**

Fax for Legacy Plus: **855-661-1828**

Behavioral Health: **833-757-1583**

To determine if a service requires PA, visit the Provider Portal. When requesting PA, include the following:

- Member's name
- Date of birth
- ID number
- Demographic information
- Requesting provider contact information
- Clinical notes/explanation of medical necessity
- Other treatments that have been tried
- Diagnosis and procedure codes
- Date(s) of service

Emergency services do not require PA; however, notification is required the same day. For post stabilization services, hospitals may request prior authorization by calling the PA Department.

All out-of-network services must be authorized; unauthorized services will not be reimbursed, and authorizations are not a guarantee of payment.

Participating providers can now check for codes that require prior authorization via our Online Prior Authorization Search Tool. [View the tool here.](#)

Other Important Contacts

Mental Health Assistance

Phone: **1-800-279-1878**, press *, then **option 1**
For Addiction Recovery Treatment Services (ARTS) forms, visit our [Materials and Forms](#) page.

Consumer Direction

For all Consumer Direction care inquiries (authorization/PPL concerns, service facilitation questions, attendant pay, and timesheets), email AetnaConsumerDirection@Aetna.com.

Fax: **1-844-459-6680**

Pain Management/ Radiology (eviCore)

Phone: **1-888-693-3211** | Fax: **1-844-822-3862**

Case Management

Our Case Management program can help reduce barriers to care for your patients. To learn more, call Member Services: **1-800-279-1878 (TTY: 711)**.

Transportation (MediDrive)

Phone: **1-800-734-0430**

Transportation to and from provider offices is a covered benefit for all members who do not have access to transportation. Members must call at least three days prior to their scheduled appointment to arrange transportation.

Vision (VSP)

Phone: **1-800-877-7195** | Website: www.vsp.com

Virtual Credit Card (VCC)

Contact ECHO or visit [here](#).

Learn more about Medical Payment Exchange (MPX), e-check or paper checks, or additional VCC information [here](#).

Providers can opt out of the VCC without disruption in payment. Visit echovcards.com or contact ECHO.

Fraud, Waste and Abuse

AetnaBetterHealth.com/Virginia/fraud-abuse

To report Fraud, waste and abuse:

Call: **1-844-317-5825 (TTY: 711)**

Email: reportfraudabuseva@aetna.com

Additional Resources

[Early Intervention Provider Resources](#)

[Recording Newborn Name on the E213](#)

[Brain Injury Services Guide](#)

[Doula Provider Manual](#)

EVV Resource Guide for [Agencies](#) and [Facilities](#)

[Applied Behavioral Analysis Resources](#)

[FAQ for PRSS/Cures Act Compliance](#)



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