



9881 Maryland Drive,
Richmond, VA 23233

Attention: TPL data processing issue

July 1, 2019

Dear Provider,

Aetna Better Health of Virginia's TPL processing logic was not accurately processing TPL policies due to an issue with identifying coverage type from the state's 834 enrollment file. The issue was identified by our Pharmacy team while researching a TPL discrepancy for a member with another pharmacy coverage.

The root cause was discovered on **June 13, 2019**, and the code fix was deployed on **June 20, 2019**. The TPL data has now been loaded, and we are in the process of reprocessing impacted claims.

For additional assistance, please contact our Claims department:

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

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

DSNP: **1-855-463-0933**

Sincerely,

Aetna Better Health of Virginia