

# AETNA BETTER HEALTH® OF WEST VIRGINIA

## Quick Reference Guide

Effective: February 14, 2022



<b>Health plan main office</b>	<b>Provider relations phone/fax/email</b>
500 Virginia Street, East Suite 400 Charleston, WV 25301	Phone: 1-888-348-2922 Fax: 1-866-810-8476 ABH_WV_ProviderRelations@aetna.com
<b>Hours of operation</b>	<b>Member services phone/fax/email</b>
Monday – Friday 8:30 AM – 5:00 PM EST	Phone: 1-888-348-2922 Fax: 1-844-255-7027 ABH-WV-MemberServices@aetna.com
<b>Claims/billing address</b>	<b>To file a provider appeal</b>
Aetna Better Health of West Virginia ATTN: Claims P.O. Box 982965 El Paso, TX 79998-2965	Aetna Better Health of West Virginia ATTN: Appeal Coordinator PO Box 81040 5801 Postal Rd Cleveland, OH 44181 <i>*Appeals must be received 90 days from original denial</i>
<b>Care management phone</b>	<b>Grievance and appeals fax</b>
1-888-348-2922	Fax: 1-888-388-1752
<b>Claims payer ID for EDI – Medicaid</b>	<b>Real time payer ID</b>
128WV	ABHWV
<b>Behavioral health crisis number</b>	<b>Health services preauthorization phone/fax</b>
1-888-348-2922	Phone: 1- 844-835-4930 Fax: 1-866-366-7008
<b>Vendor phone numbers</b>	<b>To Request A Peer To Peer Review</b>
Skygen Dental                    1-855-844-0623 eviCore                            1-888-693-3211 VSP Vision                        1-800-877-7195 Modivcare Transportation    1-844-549-8353	1-866-389-1667