

# Participating Provider Quick Reference Guide

## Our Website

Our provider website and portal have a wealth of information for our providers to access. Just go to [aetnabetterhealth.com/Virginia/providers](https://aetnabetterhealth.com/Virginia/providers) for information that will help you navigate our health plan.

## Claims Submissions

### Aetna Better Health of Virginia requires clean claims submissions for processing

To submit a clean claim, the participating provider must submit:

- Member's name
- Member's date of birth
- Member's identification number
- Service/Admission date
- Location of treatment
- Service or procedure

For Claims Status, Inquiries or Research (CICR) dial:

- CCC Plus **1-855-652-8249**, listen for desired menu option.
- Medallion & FAMIS **800-279-1878**, listen for desired menu option.
- HMO-SNP **1-855-463-0933**, listen for desired menu option.

## Timely Filing Limits

- For 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 the date of service.
- Coordination of Benefits (COB) claims must be submitted within 365 days from the date of primary insurer's Explanation of Benefits (EOB).

## Electronic Claims Submissions

- WebConnect is our free provider claims submission portal via Change Healthcare (Emdeon)
- To set up free "Eligibility and Submission of Claims" services via the portal, visit <https://office.emdeon.com/vendorfiles/AetnaVA.html> and click on "Enroll new customer"
- For WebConnect support phone, call **1-877-667-1512**
- EDI payer ID (837 Claim): 128VA
- To get real time eligibility/claim/auth. inquiry use ID: ABHVA (270/271; 276/277; 278)

## Virtual Credit Card (VCC)

- For VCC inquiries or request, contact Change Healthcare (Emdeon) Card Service Department by dialing **1-855-723-3475**.
- If you wish to opt out of the Virtual Card Payment Program, please consider enrolling for EFT Payments.

## Paper Claim Submissions

Mailing Address:

Aetna Better Health of Virginia  
Attn: Claims Department  
P.O. Box 63518  
Phoenix, AZ 85082-3518

## Appeals

Submitted within 60 days of original denial

Mailing Address:

Member Appeals:  
Aetna Better Health of Virginia  
PO Box 81139  
5801 Postal Road  
Cleveland, OH 44181

Provider Appeals:  
Aetna Better Health of Virginia  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181

## Provider Relations

- CCC Plus **1-855-652-8249**, listen for desired menu option.
- Fax **844-230-8829**
- **Aetnabetterhealth-VAProviderRelations@aetna.com**
- Medallion & FAMIS **1-800-279-1878**, listen for desired menu option.
- HMO-SNP **1-855-463-0933**, listen for desired menu option.

## Secure Provider Portal (Registration is required)

- Get eligibility, benefits, referrals and claims info
- Use our payment estimator and submit claims
- View EFT, Remittances, and Member Panel Roster
- For Secure Portal Technical Support:  
**medicaidapplicationsupport@aetna.com**

Aetna Better Health<sup>®</sup> of Virginia



[aetnabetterhealth.com/virginia](https://aetnabetterhealth.com/virginia)

## Prior Authorizations

- CCC Plus **1-855-652-8249**, listen for desired menu option.
- Fax for CCC Plus **1-855-661-1828**
- Medallion & FAMIS **1-800-279-1878**, listen for desired menu option.
- Fax for Medallion & FAMIS **1-866-669-2454**
- HMO-SNP **1-855-463-0933**, listen for desired menu option.
- Fax for HMO-SNP **1-833-280-5224**

To determine if a service requires prior authorization, visit the Aetna Better Health website and select Provider Portal.

When requesting prior authorization, please include:

- Member's name and date of birth
- Member's identification 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 prior authorization; however, notification is required the same day. For post stabilization services, hospitals may request prior authorization by calling the Prior Authorization Department. All out of network services **must be** authorized. Unauthorized services **will not** be reimbursed and authorizations **are not** a guarantee of payment.

## Member Services

Member Eligibility, Enrollment, Benefits, PCP Assignment Changes, and Interpreter Requests

- CCC Plus **1-855-652-8249**, listen for desired menu option.
- Medallion & FAMIS **1-800-279-1878**, listen for desired menu option.
- HMO-SNP **1-855-463-0933**, listen for desired menu option.
- TTY **711**

## Mental Health Assistance

- **1-855-652-8249**, press \* then option 1
- For Addiction Recovery Treatment Services (ARTS) [aetnabetterhealth.com/virginia/providers/library](http://aetnabetterhealth.com/virginia/providers/library) (within the "Document Library" under the "Provider Forms" tab)

## Contracting and Credentialing

- For all contracting inquiries, please submit correspondence to our Contracting team via e-mail at [NetworkDevelopment-VAContact@aetna.com](mailto:NetworkDevelopment-VAContact@aetna.com).
- Please submit your request to become a participating provider with Aetna Better Health on our website or by email at [vacredentialing-aetna@AETNA.com](mailto:vacredentialing-aetna@AETNA.com).

## Join Our Network Become a network provider.

At Aetna Better Health of Virginia, we focus on operational excellence. [aetnabetterhealth.com/virginia/providers/join-our-network/](http://aetnabetterhealth.com/virginia/providers/join-our-network/)

## Other Important Contacts

### Consumer Direction

For all Consumer Direction Care inquiries (authorization/PPL concerns, service facilitation questions, attendant pay, and timesheets) [AetnaConsumerDirection@aetna.com](mailto:AetnaConsumerDirection@aetna.com)

- Fax for Consumer Direction & Case Management **1-844-459-6680**

### 24 Hour Nurse-line

- Pharmacy
- CCC Plus **1-855-652-8249**, listen for desired menu option.
- Fax: **1-855-799-2553**
- Medallion & Famis **1-800-279-1878**, listen for desired menu option.
- Fax: **1-855-799-2553**
- HMO-SNP **1-855-463-0933**, listen for desired menu option.
- Fax: **1-877-270-0148**

Our online Formulary can be viewed on our Aetna Better Health of Virginia website within the "Provider" Section.

### Pain Management (eviCore)

- **1-888-693-3211** Fax: **1-844-82Aetna**

### Radiology (eviCore)

- **1-888-693-3211** Fax: **1-844-82Aetna**

### Vision (VSP)

- **1-800-877-7195**
- [www.vsp.com](http://www.vsp.com)

### Transportation (Logisticare)

- **1-800-734-0430**

Note: Members must call at least **three days** prior to their scheduled appointment in order to arrange transportation.



[aetnabetterhealth.com/virginia](http://aetnabetterhealth.com/virginia)