

# Important information



Re: CICR for Claim Status: Claims Investigation & Claims Research Department & Appeals/Grievances

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

**Date:** June 27, 2025

**To:** All Provider Partners

**From:** Aetna Better Health<sup>®</sup> of Oklahoma Provider Relations

Dear Provider Partners,

**We want to ensure you are maximizing the support available through our Claims Investigation & Claims Research (CICR)**

**Team.** This dedicated team is specifically designed to assist you with all claims-related inquiries and issues.

CICR team contact information:

Phone: **1-844-365-4385**, Option 2, then Option 6

Services provided:

- Claims status inquiries for services billed to Aetna Better Health
- Claims research and investigation
- Assistance with denied claims that should have been paid
- Claims reprocessing when appropriate

Important call limitations:

To ensure efficient service for all callers, our CICR team can assist with a maximum of 3 members per call.

Claims reprocessing:

If during the research process our representative determines that a denied claim should have been paid, they will assist with submitting the claim for reprocessing.

Appeals and grievances process:

When claims research confirms appropriate denial but you believe payment should still be issued, you have the right to submit an appeal or grievance.

## Connect with us

Has your office relocated or changed a fax or phone number lately?

Do you offer telehealth services?

Would you prefer to receive the notices via email rather than fax?

For questions call the provider services team at:

Toll Free: **1-844-365-4385**  
**ABHOKProvider**  
**Engagement@Aetna.com**

This provider update has been sent to:

Provider type(s) -

- ☒ IPA/Medical groups
- ☒ Primary care providers
- ☒ Specialist providers
- ☒ Hospitals
- ☒ Ancillary
- ☒ SNF
- ☒ DME
- ☒ Home health

Line of business:

- ☒ SoonerSelect

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may call toll-free 877-265-2711 and/or fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 days a week. The recipient may also send an opt-out request via email to [do\\_not\\_call@aetna.com](mailto:do_not_call@aetna.com). An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.

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Research Department & Appeals/Grievances

Aetna Better Health®  
of Oklahoma

You may file an appeal for:

- Aetna Better Health denied reimbursement for a medical procedure or item due to lack of medical necessity or missing prior authorization (PA)
- Claims denied or paid differently than expected that were not resolved through the dispute process

Appeal submission options:

Mail: **Aetna Better Health of Oklahoma**

PO Box 81040

5801 Postal Road

Cleveland, OH 44181

Provider Portal: File directly through your online provider portal

Fax: **1-833-805-3310**

Email: [OkAppealAndGrievance@aetna.com](mailto:OkAppealAndGrievance@aetna.com)

We encourage you to utilize these resources to ensure timely resolution of your claims matters.

For questions regarding this communication, please contact Provider Relations at:

[ABHOKProviderEngagement@aetna.com](mailto:ABHOKProviderEngagement@aetna.com)

Be well,

**Aetna Better Health® of Oklahoma**