# NETWORK NOTICE

**Date:** 8/26/2020
**To:** Network Providers
**From:** Provider Relations
**RE:** **Update Collection Remits**

500 Virginia St E
Suite 400
Charleston, WV 25301

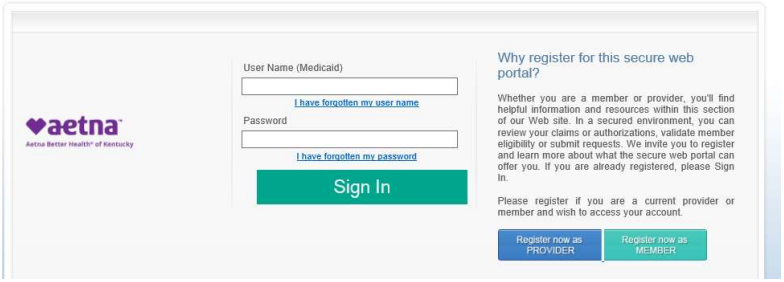
## UPDATE TO COLLECTION REMITTANCE

Currently, if a claim has been adjusted resulting in a negative balance (for longer than 30 days), we send a collection letter once per month through the mail. This letter details the claims detail that created the negative balance, along with any offsetting claims, with the monthly collection advice. The collection advice summary indicates the amount of refund we are requesting.

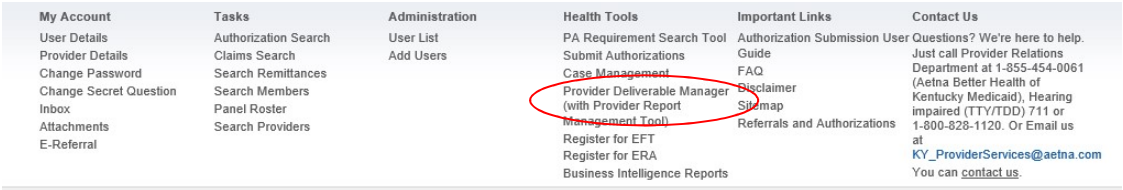
Beginning November 1st, 2020 these letters and claim detail are available for providers to review 24/7 via our secure Provider Portal. Below are steps to access this information. The claims detail will continue to be mailed until November 2020, then all claims detail will need to be retrieved through the provider portal.

1. Providers can access the portal from the ABHWV website under Provider Tab and Provider Portal tab. https://www.aetnabetterhealth.com/westvirginia/providers/portal

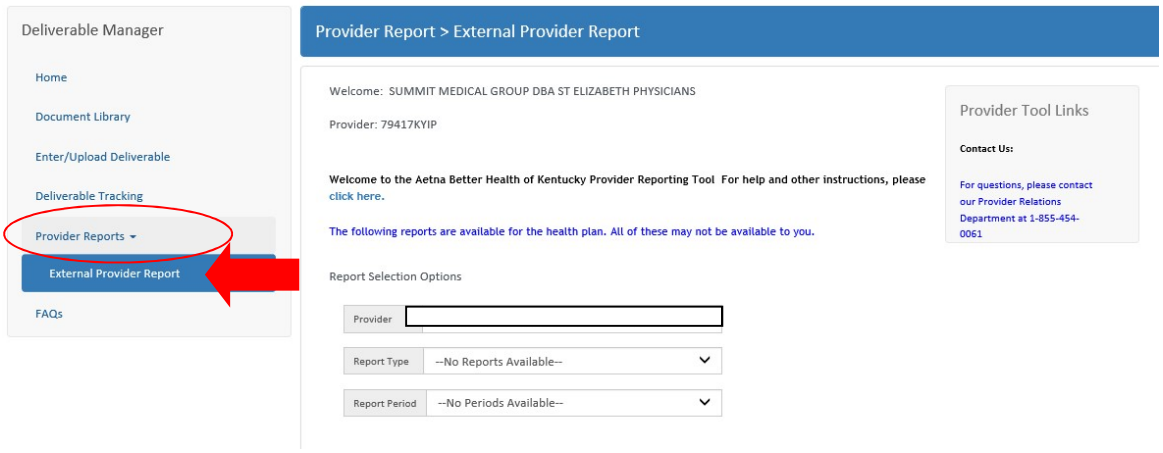
2. Provider must have a secure log on and password



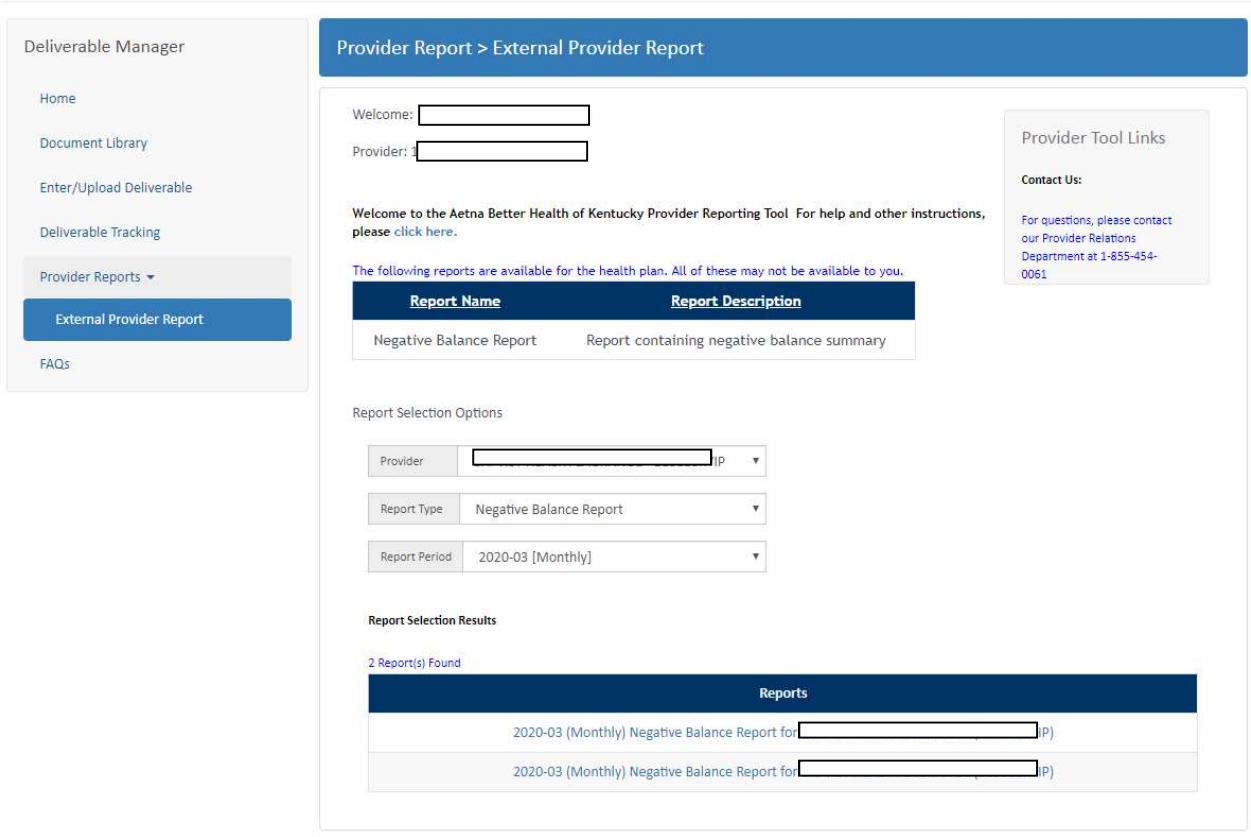

3. At the bottom of the home screen is a list of all the Health Tools and select the Provider Deliverable Manager with Provider Report Management Tool



4. Using the PDM tool – select the External Provider Report




5. The External Provider Report page will open. It will list your provider name and Id number at the top left of the page. You will be about to select the report by provider and time period by using the filters. The results will appear at the bottom of the page. Click the report name, the file will open. The file contains the letter and claims data that is mailed out today. This is accessible 24 hours a day 7 days a week.




**Questions?** Simply contact your Provider Relations Representative at: **www.aetnabetterhealth.com/westvirginia.**