

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



Aetna Better Health® of Kentucky

User Name (MedicalID)

[I have forgotten my user name](#)

Password

[I have forgotten my password](#)

Sign In

Why register for this secure web portal?

Whether you are a member or provider, you'll find helpful information and resources within this section of our Web Site. In a secured environment, you can review your claims or authorizations, validate member eligibility or submit requests. We invite you to register and learn more about what the secure web portal can offer you. If you are already registered, please Sign In.

Please register if you are a current provider or member and wish to access your account.

Register now as PROVIDER

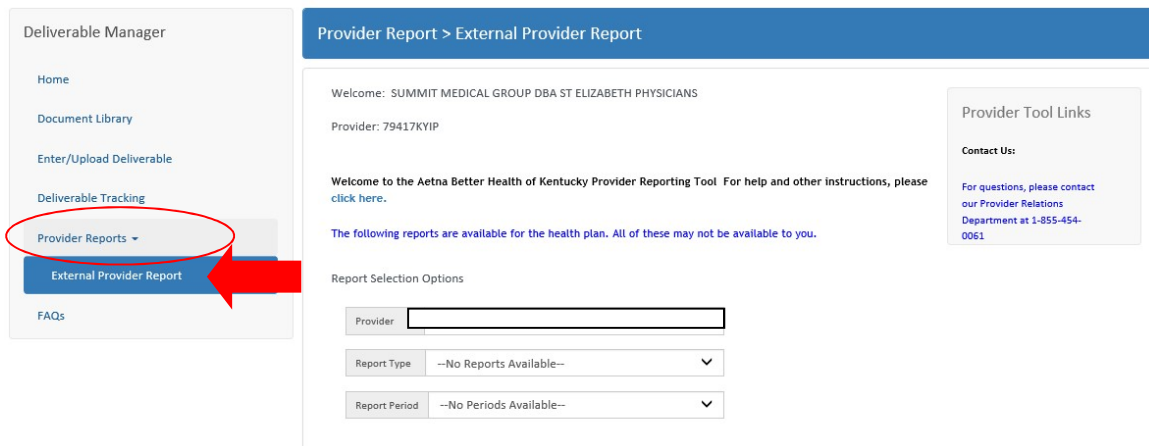
Register now as MEMBER

- 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

My Account	Tasks	Administration	Health Tools	Important Links	Contact Us
User Details	Authorization Search	User List	PA Requirement Search Tool	Authorization Submission User Guide	Questions? We're here to help. Just call Provider Relations Department at 1-855-454-0061 (Aetna Better Health of Kentucky Medicaid), Hearing impaired (TTY/TDD) 711 or 1-800-828-1120. Or Email us at KY_ProviderServices@aetna.com
Provider Details	Claims Search	Add Users	Submit Authorizations	FAQ	You can contact us .
Change Password	Search Remittances		Case Management	Disclaimer	
Change Secret Question	Search Members		Provider Deliverable Manager (with Provider Report Management Tool)	Sitemap	
Inbox	Panel Roster			Referrals and Authorizations	
Attachments	Search Providers				
E-Referral			Register for EFT Register for ERA Business Intelligence Reports		

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 fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to **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.

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



Deliverable Manager

- Home
- Document Library
- Enter/Upload Deliverable
- Deliverable Tracking
- Provider Reports ▾**
- External Provider Report
- FAQs

Provider Report > External Provider Report

Welcome: SUMMIT MEDICAL GROUP DBA ST ELIZABETH PHYSICIANS
Provider: 79417KYIP

Welcome to the Aetna Better Health of Kentucky Provider Reporting Tool For help and other instructions, please [click here](#).

The following reports are available for the health plan. All of these may not be available to you.

Report Selection Options

Provider:

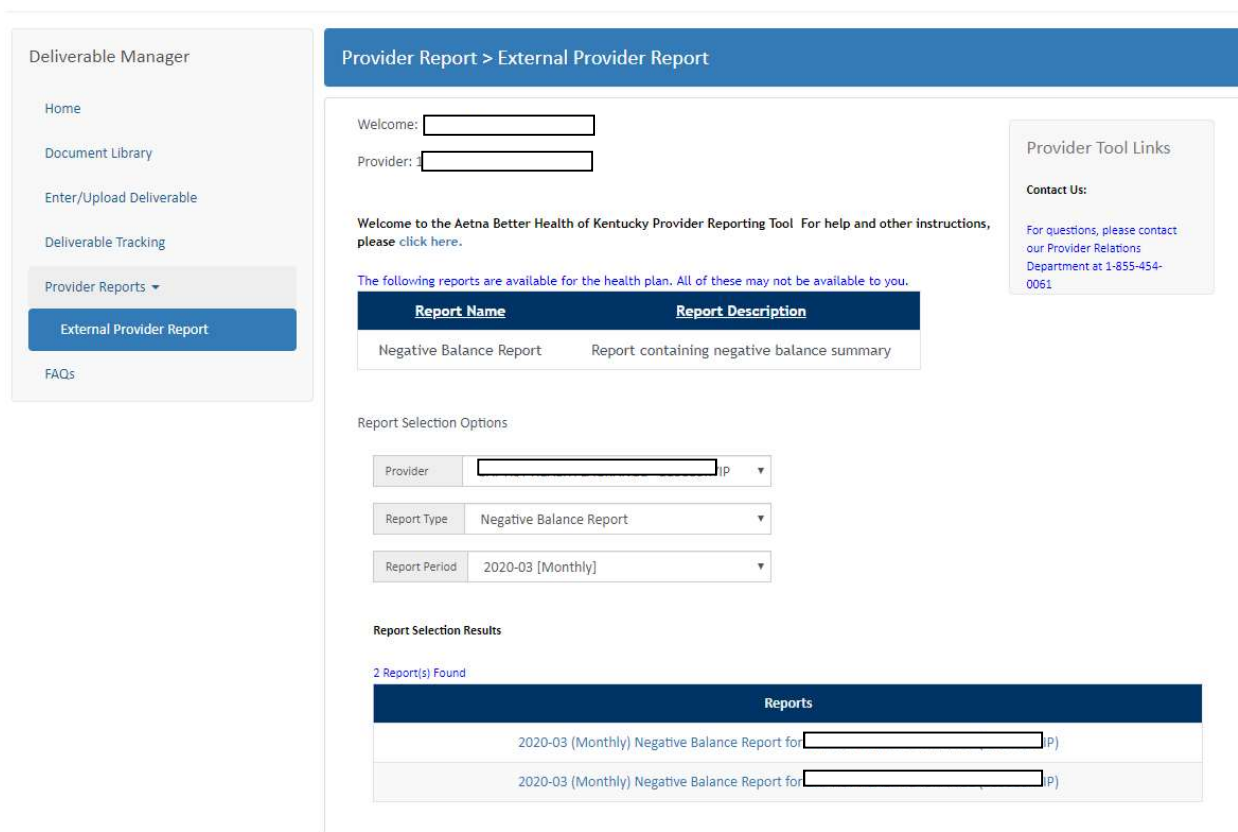
Report Type: --No Reports Available-- ▾

Report Period: --No Periods Available-- ▾

Provider Tool Links

Contact Us:
For questions, please contact our Provider Relations Department at 1-855-454-0061

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.



Deliverable Manager

- Home
- Document Library
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- Provider Reports ▾**
- External Provider Report
- FAQs

Provider Report > External Provider Report

Welcome:

Provider:

Welcome to the Aetna Better Health of Kentucky Provider Reporting Tool For help and other instructions, please [click here](#).

The following reports are available for the health plan. All of these may not be available to you.

Report Name	Report Description
Negative Balance Report	Report containing negative balance summary

Report Selection Options

Provider: ip ▾

Report Type: Negative Balance Report ▾

Report Period: 2020-03 [Monthly] ▾

Report Selection Results

2 Report(s) Found

Reports
2020-03 (Monthly) Negative Balance Report for (P)
2020-03 (Monthly) Negative Balance Report for (P)

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

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