

## **Aetna Better Health® of Kansas**

### **Claims Timely Filing Exception for 2019**

Aetna Better Health of Kansas is modifying the claims timely filing requirements for dates of service in 2019. New claims for dates of service incurred in 2019 must be filed within **365 days of the date of service or by 6/30/2020, whichever is earlier**. The timely filing requirements for corrected claims remains unchanged. For example, corrected claims with a date of service of 12/01/2019 would have until 12/01/2020.

For claims with dates of service on or after 1/01/2020, normal timely claims filing requirements will apply per the Aetna Better Health of Kansas [Provider Manual](#).

#### **Timely Filing of Claims**

In accordance with contractual obligations, providers must submit claims for services provided to a member in a timely manner. Timely filing requirements are as follows:

- New claims must be submitted within 180 calendar days from the date of service. Claims will deny if not received within the required time frames.
- Corrected claims must be submitted within 365 days from the date of service.
- Claims with TPL (or coordination of benefits) should be submitted within 180 days from primary insurer's EOB date or 180 days from date of service, whichever is later.

Failure to submit claims within the prescribed time period may result in payment delay or denial.

There are exceptions to the timely filing requirements. They include:

- Cases of coordination of benefits/subrogation. For cases of coordination of benefits/subrogation, the time frames for filing a claim will begin on the date of the third party's Explanation of Benefits.
- Cases where a member has retroactive eligibility. In situations of enrollment in Aetna Better Health with a retroactive eligibility date, the time frames for filing a claim will begin on the date that we receive notification from the enrollment broker of the member's eligibility/enrollment.

**Questions?**

If you have general questions about this communication, please contact Aetna Better Health of Kansas Provider Experience Department:

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