

**Aetna Better Health
Premier Plan (Medicare-Medicaid)**
7400 W. Campus Rd
New Albany, OH 43054



November 15, 2023

Emergent and Non-Emergent Claims for Aetna Better Health Premier Plan

Non-emergent transportation services are being provided through the vendor Medical Transportation Management (MTM). Providers should have been billing MTM directly. Aetna was paying claims from January 1, 2023 through September; non-emergent claims received by Aetna for that time and going forward will deny and should be resubmitted to MTM.

For provider who have been billing directly to Aetna before September, Aetna will begin a recoupment project and impacted providers will be receive adjusted claims and remittance advice with instructions to resubmit to MTM. Questions about MTM's billing should be directed your dedicated Vendor Account Manager at MTM. The provider portal for MTM can be reached at <https://mtm.mtmlink.net/>.

Emergent transportation claims should still be coming directly to Aetna. There is a current update to our system that is causing current emergent transportation claims to "pend" and will be paid upon completion.

Thank you for your understanding. If you have general questions, please feel free to call provider services at **1-855-676-5772**.

Sincerely,

Aetna Better Health Premier Plan

Provider Experience Department

1-855-676-5772