

Aetna Better Health® of Pennsylvania
Aetna Better Health® Kids
2000 Market Street Ste. 850
Philadelphia, PA 19103



IMPORTANT REMINDER

ACTIVE PROMISE ID REQUIRED AT ALL SERVICE LOCATIONS

Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, **all Medicaid and CHIP providers** who render services for Medicaid or CHIP beneficiaries, were required to be enrolled with DHS and have a valid PROMISE Identification Number (PROMISE ID) **for each service location at which a provider operates**. DHS uses the National Provider Identification (NPI) number, ZIP code and taxonomy submitted on claims to validate the enrollment of providers in PROMISE.

Aetna and DHS require all participating Medicaid and CHIP providers contracted with Aetna Better Health who provide services for Medicaid or CHIP beneficiaries and who have not yet enrolled, to promptly enroll with the state of Pennsylvania PROMISE for **all service locations** as soon as possible if they have not yet done so.

We would also like to remind participating Medicaid and CHIP providers to consult your claims billing configuration within your systems and/or respective clearinghouses to ensure that your claim Service Location matches your Service Location registrations in PROMISE.

If you need to verify if you are enrolled in PROMISE at **all service locations**, you can access the DHS online portal at:

<https://promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider>

Failure to fully enroll all service locations in PROMISE may result in claim denials.

For a copy of the complete DHS notice regarding the enrollment requirement and process, visit http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_284208.pdf

If you have questions regarding this enrollment requirement notice please call Aetna Better Health Provider Relations at **1-866-638-1232**.

Sincerely,
Shalini Patel - Director, Provider Relations