



Aetna Better Health of Texas PROVIDER NOTIFICATION

Aetna Better Health of Texas transitioning from Change Healthcare to Aeppays effective February 2023

Dear Valued Provider,

Effective February 2023, Aetna Better Health of Texas (“Aetna”) will begin using AepPays to create the following products: electronic fund transfers (“EFTs”), checks, paper remittances, Electronic Remittance Advices (“ERAs”), Explanation of Benefits (“EOBs”) and other related documents. AepPays will create those products using standardized files from Aetna. Change Healthcare will continue to print and mail the products that AepPays generates.

AepPays will manage EFTs, while Change Healthcare continues to print and mail checks. The transition will not affect Aetna’s claims processing system or the claims adjudication process. AepPays will validate and balance all files prior to EOB and payment processing.

Aetna expects the use of Aeppays to streamline communication and provide better access to ERAS. To improve Provider communication, part of the transition will be a new paper remit which will include additional information. **There will be no impact to Providers or Members.**

If you have question or concerns about Aeppays then please contact:

CHIP

Bexar area

1-866-818-0959 (TTY: 711)

Tarrant area

1-800-245-5380 (TTY: 711)

STAR (Medicaid)

Bexar area

1-800-248-7767 (TTY: 711)

Tarrant area

1-800-306-8612 (TTY: 711)

STAR Kids

Dallas and Tarrant areas

1-844-787-5437 (TTY: 711)