

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

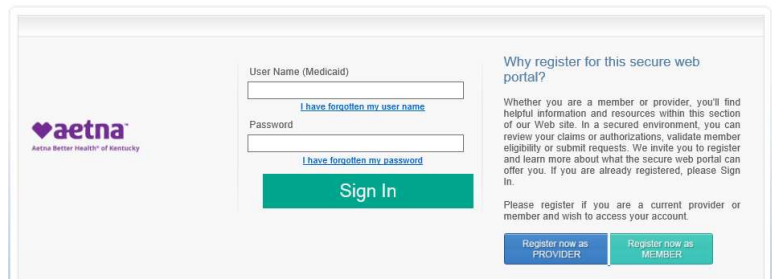
Currently, if a claim has been adjusted resulting in a negative balance (for longer than 30 days), we send a collection letter once per month through the mail. This letter details the claims detail that created the negative balance, along with any offsetting claims, with the monthly collection advice. 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



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

The screenshot shows the 'Deliverable Manager' sidebar on the left with the following menu items: Home, Document Library, Enter/Upload Deliverable, Deliverable Tracking, **Provider Reports** (expanded), **External Provider Report** (highlighted with a red arrow), and FAQs. The main content area is titled 'Provider Report > External Provider Report' and displays a welcome message for 'SUMMIT MEDICAL GROUP DBA ST ELIZABETH PHYSICIANS' with provider ID '79417KYIP'. It includes a 'Provider Tool Links' section with contact information for the Provider Relations Department at 1-855-454-0061. Below the welcome message, it states: 'The following reports are available for the health plan. All of these may not be available to you.' Under 'Report Selection Options', there are three dropdown menus: 'Provider' (empty), 'Report Type' (set to '--No Reports Available--'), and 'Report Period' (set to '--No Periods Available--').

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.

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

Report Selection Results

2 Report(s) Found

Reports	
2020-03 (Monthly) Negative Balance Report for [Provider ID] (P)	
2020-03 (Monthly) Negative Balance Report for [Provider ID] (P)	

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

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