



Provider Newsletter

January, 2019

Aetna Better Health[®] of Kansas



aetna[®]

aetnabetterhealth.com/kansas

Do we have your e-mail address?

Expedient communication with our network providers is a high priority for Aetna Better Health. We want to be able to get information about our policy changes or updates into your hands as quickly as possible. If your practice or facility has an email address, please send it to the attention of ProviderExperience_KS@AETNA.com. Please state in the email that you are establishing the point of contact for the provider, practice or facility. This will allow us to quickly communicate any policy changes or updates and also create an alternative means of communication in addition to phone; fax; and the website, www.aetnabetterhealth.com/kansas

Provider Manual

As an Aetna Better Health provider, there are certain procedures and protocols you need to know. You'll find most of the information you need in the provider manual. You'll learn which services are covered for our members. You'll also find information about a wide variety of topics, ranging from how to file a claim to grievance and appeals processes.

The Provider Manual is an essential resource for all of our providers. You can print a copy to keep handy, or bookmark this page on your computer. Our Provider Manual is located on our website at: <https://www.aetnabetterhealth.com/kansas/providers/manual>

Billing

Aetna Better Health processes claims for covered services provided to members in accordance with applicable policies and procedures and in compliance with applicable federal and state laws, rules, and regulations. We do not pay claims submitted by a provider not participating in the KanCare Medicaid Program, or excluded from any program under federal law. Providers have a variety of ways to submit claims:

For ALL claims:

KMAP Portal	Electronically through KMAP front end billing: www.kmap-state-ks.us/PROVIDER/SECURITY/logon.asp
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For Medical Submissions (Claims that are not Dental, Vision or Non-Emergency Transportation Claims):

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Claims (Professional-CMS 1500 and Institutional-UB04)	
Electronic Portal (Professional-CMS 1500 and Institutional-UB04)	<p>Aetna Better Health Secure Web Portal: https://www.aetnabetterhealth.com/kansas/providers/portal</p> <p><i>Our clearinghouses can be accessed through our Secure Web Portal. For specific clearinghouse information, please see Change Healthcare and Office Ally Inc. details below.</i></p>
Paper Submission (Professional-CMS 1500 and Institutional-UB04)	<p>Paper Claims Mail to: Aetna Better Health of Kansas P.O. Box 61838 Phoenix, AZ 85082</p>
Professional-CMS 1500 only Electronic Clearinghouse – Change Healthcare	<p>Through Change Healthcare (www.changehealthcare.com):</p> <ul style="list-style-type: none"> • Includes Claim Submissions for: Professional-CMS 1500 claims that are Medicaid primary • Excludes Claim Submissions for: Professional-CMS 1500 claims that are: <ul style="list-style-type: none"> - Medicaid tertiary - All Institutional-UB04 claims <p>Payer ID's: 128KS (Claim Submission) and ABHKS (Real-Time)</p> <p>Important: Dental providers must submit using Skygen's payer ID. See below grid for the SkyGen Change Healthcare payer ID information.</p> <p>Note: Before submitting a claim through your clearinghouse, please verify that your clearinghouse is compatible with Change Healthcare</p>
Professional-CMS 1500 and Institutional-UB04 Electronic Clearinghouse –Office Ally	<p>Through Office Ally Inc. (www.officeally.com) except:</p> <ul style="list-style-type: none"> • Claims where Medicaid is the third payer (tertiary claims) <p>Payer ID: 128KS</p> <p>Note: Before submitting a claim through your clearinghouse, please verify that your clearinghouse is compatible with Office Ally Inc.</p>

For Vendor submissions, please see below.

For Electronic Claim Submissions:

Dental	<p>Electronic Submissions: Through</p> <ul style="list-style-type: none"> • SkyGen's Provider Portal: pwp.sciondental.com • Change Healthcare (www.changehealthcare.com)

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	<ul style="list-style-type: none"> DentalXChange (www.dentalxchange.com) <p>Payer ID: SCION</p> <p>Paper Claims: Aetna Better Health of Kansas - Claims P.O. Box 359 Milwaukee, WI 53201</p> <p>Excludes- All Professional CMS1500 and all Institutional UB04 claims</p> <p>Important: Medical providers must submit using the payer ID #'s in the Professional-CMS 1500 only grid above.</p> <p>Note: The clearinghouses cannot accept and convert paper ADA claims for electronic submission. The provider offices would need to submit the claim data to the clearinghouse from their practice software. Also, Skygen's provider portal supports secondary and tertiary dental claims.</p>
<p>Vision</p>	<p>Electronic Submissions: Through SkyGen's Provider Portal: https://ocularbenefitspwp.wonderboxsystem.com or Through: <ul style="list-style-type: none"> Availity (www.availity.com) Waystar (www.waystar.com formerly known as ZirMed) Change Healthcare (www.changehealthcare.com) </p> <p>Payer ID: L0140</p> <p>Paper Claims: Aetna Better Health of Kansas - Claims P.O. Box 1607 Milwaukee WI 53201</p> <p>Excludes- All Institutional UB04 claims</p> <p>For information about services that should be billed to Skygen vs. Aetna Better Health, please visit SkyGen's Secure Provider Web Portal (https://ocularbenefitspwp.wonderboxsystem.com) to view the Vision Benefit and Authorization Requirements document , or call SkyGen directly at 1-855-918-2258.</p>
<p>Transportation</p>	<p>Electronic Submissions: Through Access2Care: www.Access2Care.net/transportation-providers</p> <p>For paper submissions:</p> <p>Access2Care, LLC 6363 Fiddler's Green Circle, Ste. #1400 Greenwood Village, CO 80111</p>

Note:

- Aetna Better Health does not perform any 837 testing directly with its providers but performs such testing with Change Healthcare or Office Ally Inc.

Coordination of Benefits

Coordination of benefits is administered according to the member's benefit contract and in accordance with applicable statutes and regulations. Please update your office records with the patient's other insurance carrier information, at each visit.

When billing claims, ensure COB information is provided on each claim form for accurate coordination of benefits and processing of payment. **Please refer to the billing instruction above.**

Note: Aetna Better Health follows KMAP TPL policy. All KMAP TPL billing requirements still apply. Please refer to KMAP General TPL Payment provider manual found at: https://www.kmap-state-ks.us/Documents/Content/Provider%20Manuals/General%20TPL_03232018_18074.pdf.