

Aetna Better Health® of Kansas

New Remittance Advice Deployed in February 2020

Aetna Better Health of Kansas is pleased to deploy a new remittance advice (remit) in mid-February 2020. The new remit includes claim details regarding Member Responsibility, previously referred to as Patient Responsibility. Remits will include the following claim details as displayed in Exhibit 1 on the following page:

- Spenddown
- Client Obligation
- Patient Liability or Copay

Providers can access remits through the Aetna Better Health of Kansas Secure Provider Portal. Providers can register for the Secure Provider Portal by completing the Registration form [here](#).

Steps to view and print remits in the Secure Provider Portal:

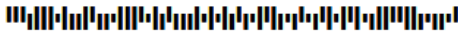
- Sign into the Secure Provider Portal
- Select “Task” at the top or bottom of the page
- Select “Search Remittances” on the right
- Select “Provider Name” from the drop down
- Enter “Claim Paid Date Range” or “Check Number”
- Sort by “Check Number”
- Click on the blue “Claim ID” to pull the claim for review
- Select “Accept” to show the full remit

Exhibit 1: Sample of page 1 of the new remit

aetna[®]
Aetna Better Health® of Kansas
 9401 Indian Creek Parkway
 Suite 1300
 Overland Park, KS 66210-2007
Return Service Requested

201910092023
COPY

**If you have any questions
 please contact the Claims Inquiry and
 Claims Research (CICR) Department at
 1-855-221-5656 or visit our website at
 www.aetnabetterhealth.com/kansas**

24101 0.2108


Remit Date:	10/09/2019
Beginning Balance:	0.00
Processed Amount:	2,493.55
Discount/Interest:	0.00
Net Amount:	2,493.55
Refund Amount:	126.00
Amount Recouped:	0.00
Amount Paid:	2,619.55
Ending Balance:	0.00
EFT Reference #:	EFT236538
EFT Amount:	2,619.55
Bank Account:	XXXXXXXXXXXXXX

ENV 24101 1 OF 17 F

Benefit Plan: Aetna Better Health of Kansas- KanCare

Patient: [REDACTED]		Patient Acct #: [REDACTED]		Claim Status: REVERSED												
Member ID: [REDACTED]		Authorization ID: [REDACTED]		Claim#: 19031 [REDACTED]												
Date of Birth: [REDACTED]		Provider: [REDACTED]		Refund Amount: 126.00		Received Date: 20190129										
Final DRG: [REDACTED]		Severity of Illness: [REDACTED]														
Place of Service: 12																
L _i n _e	Dates of Service (From - Thru)	Serv Code	Mod Code	Rev Code	FFS/ CAP	Unit	Billed Amount	Disallowed	Allowable Amount	Patient Responsibility			COB Paid	Processed Amount	Discount/ Interest	Net Amount
1	01/16/19	H0038			FFS	-9	-196.92	0.00	-126.00	0.00	0.00	0.00	0.00	-126.00	0.00	-126.00
Claim Totals							-196.92	0.00	-126.00	0.00	0.00	0.00	0.00	-126.00	0.00	-126.00

Code/Description

Reversal of Claim # 19031 [REDACTED]

Beginning in February, Aetna will hold weekly remit webinar trainings to help providers better understand our paper and 835 electronic remits at a more detailed level. Webinars give our providers the opportunity to send their staff to the trainings without causing disruption in their daily operations. You may register for the remit webinars [here](#). Additionally, Aetna will be available for face-to-face or telephonic consultations to review open or closed projects with our providers.

Questions?

If you have general questions about this communication, please contact Aetna Better Health of Kansas Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: **providerexperienceks@aetna.com**

AetnaBetterHealth.com/Kansas

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