

Aetna Better Health® of Kansas
9401 Indian Creek Parkway, Suite 1300
Overland Park, KS 66210



Aetna Better Health® of Kansas

Provider Overpayments & Recoveries

Aetna Better Health of Kansas has received feedback from providers regarding our current overpayment and recovery process. We have been working closely with the various associations and KDHE to modify the process to reduce administrative burden on our providers. To ensure we meet the needs of our providers, Aetna Better Health has temporarily stopped sending new overpayment letters and all other recovery activities as of September 13, 2019.

At this time and until further notice, we will be taking no proactive actions on overpayment recoveries. If providers determine that an overpayment has been received and choose to voluntarily remit that overpayment back to Aetna Better Health, please remit the payment to the address below and attach a copy of the original overpayment letter.

Remittance address:
Aetna Better Health of Kansas
Attn: Finance
PO Box 841004
Dallas, TX 75284-1004

Questions?

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

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

By Email: providerexperienceks@aetna.com

To setup an onsite or telephonic consultation with your local Provider Experience, contact your Provider Experience Liaison directly. Contact information for your local resource can be found [here](#).