

Aetna Better Health of Kansas



Participating Provider Quick Reference Guide

How to Contact Us

Aetna Better Health of Kansas

1-855-221-5656 (Interactive voice response (IVR) system with live representatives. Follow the prompts to reach the department needed)

Provider Experience Department: 1-855-221-5656

Email: ProviderExperience_KS@aetna.com

Toll-free Fax: 1-855-215-8760	Representatives available: Monday through Friday 8 a.m. - 5 p.m. CT, excluding State holidays
Non toll-free Fax: 1-959-282-8865	

Please have your NPI and Tax ID Available.

Utilization Management Department: 1-855-221-5656

<u>Prior Authorization</u> Fax: 1-855-225-4102	Clinicians available: Monday through Friday 8 a.m.-5 p.m. CT, excluding State holidays For urgent issues at all other times, call our after-hours area through the IVR system.
<u>Concurrent Review</u> Fax: 1-855-225-4113	

For a complete list of services that require prior authorization, log into our Secure Web Portal, located on our website at:
www.aetnabetterhealth.com/kansas

Service Coordination: 1-855-221-5656

Service Coordinators available: Monday through Friday 8 a.m.-5 p.m. CT, excluding State holidays

For service coordination, call Member Services, or complete a service coordination referral form located on our website under “Provider Forms”, or make a request through the Secure Web Portal, located on our website at:
www.aetnabetterhealth.com/kansas

Member Services: 1-855-221-5656

Fax: 1-866-499-9343	Representatives available: Monday through Friday 8 a.m. - 5 p.m. CT, excluding State holidays
----------------------------	---

Presentation of an Aetna Better Health of Kansas ID card is not a guarantee of eligibility or reimbursement.

For member eligibility, please have your NPI, Tax ID, Member’s ID number, along with member identifying information such as the member’s name, identification number, date of birth, and address. For the most up-to-date eligibility information, visit KMAPs at www.kmap-state-ks.us/PROVIDER/SECURITY/logon.asp

Compliance Hotline: 1-866-275-7704

(Reporting Fraud, Waste, or Abuse)
24 hours per day/ 7 days per week through Voice Mail inbox

Special Investigations Unit: 1-800-338-6361

(Reporting Fraud, Waste, or Abuse)
24 hours per day/ 7 days per week

CVS Caremark Pharmacy Network Help Desk: 1-844-234-8268

24 hours per day/ 7 days per week

Non-Emergent Transportation – Access2Care: 1-866-252-5634 (Provider Line)

Clearing House: Change Healthcare 1-844-798-3017

Website:
www.changehealthcare.com

Dental – SkyGen:

1-855-918-2256 (Provider Line)

1-855-918-2257 (Member Line)

Website: www.skygenusa.com

Vision – SkyGen:

1-855-918-2258 (Provider Line)

1-855-918-2259 (Member Line)

Website: www.skygenusa.com

Important Claim Processing Information

- Review ID card for claims address (see sample ID Card on next page)
- Verify eligibility (online or by calling us)
- Obtain prior authorizations for planned procedures
- Complete claim form

Claim Forms (There may be exceptions based on Kansas guidelines)

Service	Claim Form
Medical and professional services	CMS 1500 Form
Hospital inpatient, outpatient, skilled nursing, and emergency room services	UB-04 Form

Complete Claim Forms

To submit a clean claim:

- Make certain claim is legible
- Complete ALL required fields including additional documentation when necessary



Claim Submission

Paper	Electronic
Aetna Better Health of Kansas P.O. Box 61838 Phoenix, AZ 85082-7540	Through Electronic Clearinghouse Payer ID's: 128KS (Claim Submission) and ABHKS (Real-Time)

Claim resubmission

Providers may resubmit a claim to the above mailing address that:

- Was originally denied because of missing documentation, incorrect coding, etc.
- Was incorrectly paid or denied because of processing errors.

Prompt Pay

Providers must submit claims for services provided to a member in a timely manner.

For detailed information about claims, refer to Chapter 17 of the Aetna Better Health of Kansas Provider Manual which is located at: www.aetnabetterhealth.com/kansas

Secure Web Portal (24/7)

The Secure Web Portal allows participating providers to perform a variety of tasks such as:

- Verifying eligibility
- Download various forms used to submit authorization requests

To register for our portal, please click on the portal tab, which is located under the provider page, which can be found on our website at:

www.aetnabetterhealth.com/kansas

How to request Prior Authorizations

A prior authorization request may be initiated by:

- Submitting the request through the 24/7 Secure Web Portal located on our website at www.aetnabetterhealth.com/kansas
- Fax the request form to **1-855-225-4102** (form is available on our website: www.aetnabetterhealth.com/kansas Please use a cover sheet with the practice's correct phone and fax numbers to safeguard the protected health information and facilitate processing.
- Through our toll-free number at: **1-855-221-5656**

To check the status of a prior authorization request you submitted or to confirm we received the request, please visit the Provider Secure Web Portal at www.aetnabetterhealth.com/kansas, or call us at **1-855-221-5656**. The portal allows you to check status and view authorization history.

For a complete list of services that require prior authorization, log into our Secure Web Portal, located on our website at: www.aetnabetterhealth.com/kansas

We will continue to honor current authorizations and plans of care through the 90 day transition period. As new service needs arise, we ask all providers to seek authorization only for those services that are listed on our prior authorization list.

New service requests for home and community based services require authorization. Authorizations for these services will be provided by the member's service coordinator.

Important note:

- Emergency services do not require prior authorization; however, notification is required the same day.
- For post stabilization services, hospitals may request prior authorization by calling **1-855-221-5656**.
- All out of network services must be authorized.

Unauthorized services will not be reimbursed, and authorizations are not a guarantee of payment.

Sample Member ID Card Front & Back

Aetna Better Health* of Kansas Medicaid			
Name	Last Name, First Name, MI	DOB	00/00/0000 Sex X
Member ID#	00000000000	PCP	Last Name, First Name
PCP Phone	000-000-0000	Effective Date	00/00/0000
.....			
RXBIN:	610591	RXPCN:	ADV RXGRP: RX8849
Pharmacist Use Only: 1-844-234-8268			
THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MEKS			

Aetna Better Health of Kansas 9401 Indian Creek Parkway, Suite 1300, Overland Park, KS 66210	
Member Services: 1-855-221-5656 , (TTY 711) 24-Hour Nurse Line: 1-855-221-5656 , (TTY 711) Vision Services: 1-855-918-2259 , (TTY 711) Dental Services: 1-855-918-2257 , (TTY 711)	
Prior authorization is required for all inpatient admissions and selected outpatient services. To notify of an admission, please call 1-855-221-5656 .	
In case of an emergency go to the nearest emergency room or call 911. You don't need preapproval for emergency transportation or emergency care in the hospital.	
Send claims to: Aetna Better Health of Kansas P.O. Box 61838 Phoenix, AZ 85082-1838	Payer EDI: 128KS K51

