
PROVIDER NOTICE - Via Fax/Email

MARCH 04, 2019

- Prepayment High Dollar Claims
- Prior Authorization Reminder
- First Quarter 2019 Provider Newsletter

TO: Location Fax Number

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- **Prepayment High Dollar Claims**

All claims, including DRG claims with outliers, that have expected reimbursement at \$50,000 and above require itemized bills as part of our audit process. Effective **April 04, 2019**, claims submitted without the itemized bills will be denied. The claims will deny as - **Itemized Bill Missing**. The claim will need to be resubmitted with the itemized bill before the claim will be reviewed.

Paper claims can be submitted to:

Aetna Better Health of Kentucky
P.O. Box 65195
Phoenix, AZ 85082-5195

Aetna Better Health of Kentucky encourages all participating providers to submit electronic claims whenever possible. Electronic Claims are not considered received until the claims have passed clearinghouse edits and are accepted into the Aetna Better Health of Kentucky system. Aetna Better Health has partnered with Change Healthcare to provide electronic services to our providers. Claims can be submitted via payer ID 128KY.

AEFX00075

- **Prior Authorization Reminders**

CPT 87507 - Infectious agent detection by nucleic acid (DNA or RNA); gastrointestinal pathogen (e.g., Clostridium difficile, E. coli, Salmonella, Shigella, norovirus, Giardia), includes multiplex reverse transcription, when performed, and multiplex amplified probe technique, multiple types or subtypes, 12-25 targets REQUIRES a Prior Authorization. Always check the provider look up tool in the provider portal to find the latest information.

You can access the secure Provider Portal at: <http://aetnabetterhealth-kentucky.aetna.com/>. If you need assistance with getting access or you have any questions, simply contact your Network Relations Consultant. (See below).

AEFX00071

- **First Quarter 2019 Provider Newsletter is posted to our website**

The 2019 First Quarter Provider Newsletter is available on our Website. Simply visit:

<https://www.aetnabetterhealth.com/kentucky/providers/news>, click on the drop down for **Aetna Better Health Newsletters** and choose "First Quarter 2019".

Questions?

Simply contact your Network Relations Manager. Our most current list can be found on our website at:

www.aetnabetterhealth.com/kentucky, click on "For Providers", you will find the link titled "Who is My Network Relations Consultant?."