

AETNA BETTER HEALTH® OF WEST VIRGINIA



Quick Reference Guide

Health Plan Main Office	Provider Services Phone/Fax/Email
500 Virginia Street, East Suite 400 Charleston, WV 25301	Phone: 888-348-2922 Fax: 866-810-8476
Hours of Operation	Member Services Phone/Fax/Email
Monday - Friday 8:30 AM - 5:00 PM (EST)	Phone: 888-348-2922 Fax: 866-669-2454
Claims/Billing Address	Provider Appeal Phone/Fax
Aetna Better Health of West Virginia PO Box 982965 El Paso, TX 79998-2965	Aetna Better Health of West Virginia Attn: Appeal Coordinator PO Box 81139 5801 Postal Road Cleveland, OH 44181 Phone: 304-348-2954 Fax: 888-388-1752
Claims payer ID for EDI – Medicaid	Real time payer ID
128WV	ABHWV
Care Management Phone	State “Carve Out” Services
Phone: 888-348-2922 Fax: 866-261-0581	Phone: 304-558-1700
Behavioral Health Crisis Phone	State Pharmacy Phones
Phone: 888-348-2922	Providers/Members with questions: Gainwell Technologies (Molina): 888-483-0801
WV CHIP	Provider calling in prescriptions: Rational Drug Therapy (RDT): 800-847-3859
WV CHIP Help Line: 877-982-2447	
Aetna Commercial Phone	WV Medicaid
Phone: 800-755-1135	Phone: 888-483-0793
Vendor Phones	Health Services Phone
EviCore (MRI, CT, PET, pain mgt) 888-693-3211 ModivCare (formerly LogistiCare) 844-549-8353 Liberty Dental Plan 888-352-7924 VSP (vision) 800-877-7195 Eviti (cancer treatment) 888-482-8057	Phone: 844-835-4930
	Centralized Peer-to-Peer Line
	Phone: 833-459-1998