

TIP TUESDAY

Aetna Better Health® of Kentucky

August 13, 2019

Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at aetnabetterhealth.com/kentucky/provider/portal for up-to-date information, forms and other resources.



For any question, providers may contact us at 1-855-454-0061 between the hours of 8 a.m. and 5 p.m., Monday through Friday, or email us at KYProvidersRelation@aetna.com

Tip Tuesday Tip #6

Working TOGETHER – NPI Taxonomy Requirements for Paper Claim Submission

Providers must submit NPI and taxonomy records that match the Commonwealth of Kentucky's provider file for the date of service. Claims not matching the provider file will be denied.

Taxonomy codes are required on the CMS and UB claim forms.

On the CMS form, the rendering provider taxonomy submitted in box 24I and 24J (top of box, shaded area) – Code ZZ must be submitted in box 24I and the taxonomy code submitted in 24J.

The billing provider taxonomy is submitted in box 33B – enter the 2-digit quantifier of ZZ followed by the taxonomy code. Do not enter a space, hyphen, or other separator between the qualifier and number (e.g. ZZ207Q00000X).

On the UB form, the billing provider taxonomy is submitted in field 81 – Enter the 2-digit qualifier of B3 in the first column and then the taxonomy code immediately following.

Aetna Better Health encourages all participating providers to submit electronic claims whenever possible. Aetna Better Health can receive initial and corrected claim submissions for both professional and facility claims.



Member Services - 1-855-300-5528
Behavioral Health Crisis Hotline - 1-888-604-6106
Network Relations - 1-855-454-0061

AEPR00089 Fax 08.13.19