

NETWORK NOTICE

Date: 6/9/2020
To: Network Providers
From: Provider Experience
RE: Update Collection Remits



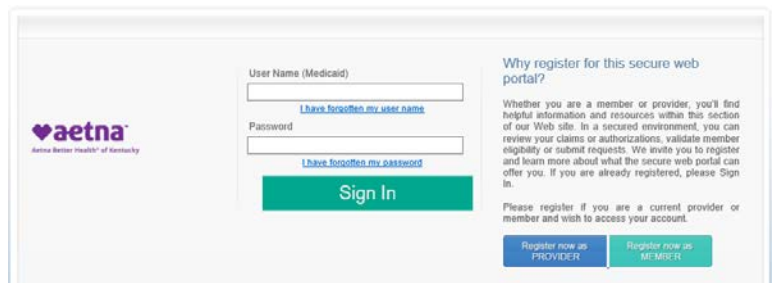
9900 Corporate Campus Drive
Suite 1000
Louisville, KY 40223

UPDATE TO COLLECTION REMITTANCE

When a claim has been adjusted, which results in a negative balance (for longer than 30 days), currently you are receiving a collection letter once per month through the mail. You are also receiving the claims detail that created the negative balance, along with any offsetting claims, with the monthly collection advice. The collection advice summary indicates the amount of refund we are requesting.

Beginning May 1st, 2020 these letters and claim detail are available for providers to review 24/7 via our secure Provider Portal. Below are steps to access this information.

1. Providers can access the portal from the ABHKY website under Provider Tab and Provider Portal tab. <https://www.aetnabetterhealth.com/kentucky/providers/portal>
2. Provider must have a secure log on and password



3. At the bottom of the home screen is a list of all the Health Tools and select the Provider Deliverable Manager with Provider Report Management Tool

My Account	Tasks	Administration	Health Tools	Important Links	Contact Us
User Details	Authorization Search	User List	PA Requirement Search Tool	Authorization Submission User	Questions? We're here to help.
Provider Details	Claims Search	Add Users	Submit Authorizations	Guide	Just call Provider Relations
Change Password	Search Remittances		Case Management	FAQ	Department at 1-855-454-0061
Change Secret Question	Search Members		Provider Deliverable Manager (with Provider Report Management Tool)	Disclaimer	(Aetna Better Health of Kentucky Medicaid), Hearing
Inbox	Panel Roster			Site map	impaired (TTY/TDD) 711 or
Attachments	Search Providers			Referrals and Authorizations	1-800-828-1120. Or Email us
E-Referral			Register for EFT		at
			Register for ERA		KY_ProviderServices@aetna.com
			Business Intelligence Reports		You can contact us .

4. Using the PDM tool – select the External Provider Report

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- The External Provider Report page will open. It will list your provider name and Id number at the top left of the page. You will be about to select the report by provider and time period by using the filters. The results will appear at the bottom of the page. Click the report name, the file will open. The file contains the letter and claims data that is mailed out today. This is accessible 24 hours a day 7 days a week.

Questions? Simply contact your Network Relations Manager at: www.aetnabetterhealth.com/kentucky.

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