

Aetna Better Health® of Pennsylvania
Aetna Better Health® Kids
1425 Union Meeting Road
Blue Bell, PA 19422



August 5, 2021

Our Complaint, Grievance & Appeal Address is Changing

Effective September 1, 2021, both our **Provider** and **Member** Complaint, Grievance & Appeal (CGA) mailing address for Aetna Better Health of Pennsylvania and Aetna Better Health Kids will change.

New addresses for CGA submissions:

- **Provider** Complaints & Appeals NEW address
Aetna Better Health of Pennsylvania
PO Box 81040
5801 Postal Road
Cleveland, OH 44181
- **Member** Grievance & Appeals NEW address
Aetna Better Health of Pennsylvania
PO Box 81139
5801 Postal Road
Cleveland, OH 44181

To avoid potential delays in processing CGA submissions, **please update your records** to address all future Complaints, Grievances & Appeals to our new mailing address.

Questions?

Just call Provider Relations at 1-866-638-1232.