

Aetna Better Health® of Kansas

Update Your Address through KMAP to Stop Delays in Payment due to Returned Checks

Aetna Better Health of Kansas receives provider returned mail daily that often includes checks, remittance advices and other communications when providers' addresses are incorrect. Returned mail may result in delayed payments and remittance processing.

As a reminder, in accordance with KMAP General Bulletins [19115](#) and [19064](#), providers must submit maintenance updates to their provider demographic data to KMAP. KMAP is the point of contact for all maintenance updates. KMAP forwards maintenance updates to Aetna Better Health of Kansas, allowing us to update our provider demographic information accordingly.

Providers can submit a maintenance request to KMAP to update the following information:

- Demographic update (such as address or phone number)
- Addition of a provider specialty
- Group association
- National Provider Identifier (NPI) update
- Name update
- License update

Providers can submit a written maintenance request to KMAP by:

- Fax at 785-266-6112,
- Email to Kansas-Provider-Enrollment@dx.com, or
- Mail to:
 - PO Box 3571, Topeka, KS 66601, or
 - 6511 SE Forbes Ave., Topeka, KS 66619

To eliminate delayed payments due to returned checks, Aetna Better Health of Kansas encourages providers to sign up for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). EFT allows us send claims payments directly to

providers' bank accounts instead of mailing checks. ERA is a safe and convenient alternative to paper reports. We offer these services at no cost to providers.

Advantages of EFT

EFT offers providers a secure, efficient process for electronically depositing claims payments into bank account(s). It is Aetna Better Health's preferred provider payment method. With EFT, providers:

- Get paid faster than by paper check
- Eliminate delayed payments due to returned checks from an incorrect address
- Get confidential and secure deposits of claims payments transmitted directly to designated bank account(s)
- Reduce mail received at the office, handling time by staff and eliminate the need for trips to the bank — it also saves paper and creates an audit trail
- Easily verify payments by matching them to submitted claims on an ERA or electronic Explanation of Benefits (eEOB) from our secure provider website
- Enroll in EFT e-mail notification and receive e-mails when we transmit payments to bank account(s)

To qualify for an ERA, claims must be submitted electronically through our claims processing system and payment received for claims through EFT. Please see Aetna Better Health of Kansas' [Provider Manual](#) "How to File Electronic Claims" section for details on how to submit electronic claims for all services. Providers are encouraged to take advantage of the claims processing system, EFT and ERA, as it shortens the turnaround time to receive payment and reconcile any outstanding accounts.

Complete the [EFT Instructions and Authorization Agreement Form](#) and [ERA Authorization Agreement Form](#) today to get enrolled in EFT and qualified for ERA.

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: Providerexperience_KS@aetna.com