

# TIP TUESDAY

Aetna Better Health® of Kentucky

July 30, 2019

## Tip Tuesday Tip #4

### Working TOGETHER– Sign up NOW for ERA/EFT Save time and money

EFT (Electronic Funds Transfer) is easy, fast and efficient. Payments are deposited directly into your bank account within days of the processing completion. Our EFT request can be submitted to initiate transfer, make changes or cancel the payment.

The ERA (Electronic Remittance Advice) is a safe and convenient alternative to a paper report.

The EFT and ERA forms are located:

- Aetna Better Health of KY website - <https://www.aetnabetterhealth.com/kentucky/>
- Select 'For Providers'
- Select 'Document Library'
- Select the plus sign (+) to the right of the 'Provider Forms'

The EFT form can be completed and returned to [KYFinanceEFTEnrollment@aetna.com](mailto:KYFinanceEFTEnrollment@aetna.com) or faxed to 1-844-387-3372.

The ERA form can be completed and returned to [KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com) or faxed to 1-855-454-5584.

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](mailto:KYProvidersRelation@aetna.com)

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](https://www.aetnabetterhealth.com/kentucky/provider/portal) for up-to-date information, forms and other resources.



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

