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 Kenner, LA 70062
 1-855-242-0802
 AetnaBetterHealth.com/Louisiana



Aetna Better Health[®] of Louisiana

Participating Provider Claim Resubmission and Dispute Form

Please complete the information below in its entirety and mail with supporting documentation and a copy of your claim to the appropriate address listed below. Please use one form per member. **To determine if your issue is a claim resubmission or appeal, please see criteria below.**

Please note: Providers have a total of 365 days from the date of service to submit a claim and 180 days from the remittance advice to submit a corrected claim and/or dispute a claim.

Member Information			
Member Name		Date of Billed Claim	
Member ID		Patient Account No.	
Aetna Better Health Claim ID <i>(will contain the letter "c" in the middle)</i>			

Provider Information			
Provider Name		Tax ID Number	
Practice Name		NPI Number	
Street Address		Fax Number	
City/State/Zip		Contact Name	
Provider Phone No.		Contact No.	

SUBMISSION INFORMATION (See second page for detailed description)	
↓ Claim Resubmissions <input type="checkbox"/> Itemized Bill <input type="checkbox"/> Duplicate Claim <input type="checkbox"/> Corrected Claim (note "CORRECTED" on claim)	↓ Examples of Appeals <ul style="list-style-type: none"> • Prior Authorization Appeal • Level of Care Appeal • Medical Necessity Appeal

<input type="checkbox"/> Proof of Timely Filing	<ul style="list-style-type: none"> Claim/Coding Edit Appeal (necessary when you have submitted a reconsideration and it was returned denied)
<input type="checkbox"/> Claim/Coding Edit <input type="checkbox"/> Payment Dispute If you have checked a box above, mail claim and all supporting documents to: Aetna Better Health of Louisiana Attn: Cost Containment P.O. Box 61808 Phoenix, AZ 85082-1808	If any of the above apply, please <u>do not use this form</u> and fax or mail the Appeal and all supporting documentation to: Aetna Better Health of Louisiana Grievances and Appeals PO Box 81040, 5801 Postal Road Cleveland, OH 44181 Or Fax: 1-860-607-7657

Please indicate the reason for resubmission and any pertinent details regarding your claim below:

Claims Resubmission/Dispute Descriptions
Itemized Bill <ul style="list-style-type: none"> All claims associated with an Itemized Bill must be broken out per Rev Code to verify charges billed on the UB match the charges billed on the Itemized Bill.
Duplicate Claim <ul style="list-style-type: none"> Review request for a claim whose original reason for denial was "duplicate." Provide documentation as to why the claim or service is not a duplicate such as medical records showing two services were performed.
Corrected Claim <ul style="list-style-type: none"> The corrected claim must be clearly identified as a corrected claim by writing or stamping "corrected" claim.
Coordination of Benefits <ul style="list-style-type: none"> Attach EOB or letter from primary carrier and forward to the claims department identifying as "corrected" claim.
Proof of Timely Filing <ul style="list-style-type: none"> For electronically submitted claims provide the second level of acceptance report. Refer to Proof of Timely Filing Requirements in your Provider Manual.
Claim/Coding Edit <ul style="list-style-type: none"> Aetna Better Health of Louisiana uses two (2) claims edit applications. Please refer to the Provider Manual on the Aetna Better Health of Louisiana website AetnaBetterHealth.com/Louisiana for more information on claim editing.
Payment Dispute <ul style="list-style-type: none"> Network providers may file a payment dispute verbally or in writing directly to Aetna Better Health of Louisiana to resolve billing, payment and other administrative disputes for any reason.

For more information, please refer to the Claims and Reimbursement Procedures section of the Aetna Better Health of Louisiana Provider Manual, located on our website at **[AetnaBetterHealth.com/Louisiana](https://www.aetna.com/betterhealth/louisiana)**. Appeals please refer to the Aetna Better Health of Louisiana Provider Manual, located on our website at **[AetnaBetterHealth.com/Louisiana](https://www.aetna.com/betterhealth/louisiana)**.

Thank you,
Aetna Better Health of Louisiana