Aetna Better Health of Michigan
1333 Gratiot Avenue
Detroit, MI 48207

Provider Bulletin No 159

To: **Providers of Aetna Better Health of Michigan**

From: **Network Management**

Date: **07/15/2019**

Subject: **Additional Copies of Remittance Advice**

Provider Newsflash July 15, 2019:

Effective August 1, Aetna Better Health of Michigan will no longer supply additional duplicate remits (RA/EOB)

Remittance Advices (RA) are located on Aetna Better Health's web site secure portal.

Aetna Better Health of Michigan has recently made some updates to our Provider Portal. These updates will now allow our providers to retrieve/access Remittance Advices (RA).

Currently, Aetna provides an initial Advice outlining the disposition of your claims. This initial Remittance Advice will continue but effective August 1, 2019, additional copies of a Remittance Advice will now need to be retrieved via the Portal. You will be able to download, save or print these payment registers for payment reconciliation and required documentation retention.

Providers must log in to the secured portal and obtain the RA when one is posted, and we ask they make arrangements to supply these documents or give access to these documents to any contractor/vendors working on their behalf.

You can access the secure Provider Portal at aetnabetterhealth.com/mi. If you need assistance with getting access or you have any questions, contact your Provider Relations Representative.

The information below explains how to access an RA on the portal:

- Access Remittance Search Fields
  - The remittance search can be accessed by clicking on the "Search Remittances" link in the left-hand panel under the Tasks heading
- Search by Member ID
  - Enter the member ID
  - Select the Servicing Provider's name from the drop down
  - Then click on the "Search" button
  - The results show the Claim ID, Member Name, Check Number, Paid Date, and Total Paid.
  - Click on the Claim ID to display the details of the Remittance Advice.

- Search by Claim ID
    - Enter the claim ID and select the Servicing Provider’s name from the drop down. Then click on the “Search” button.
    - The results show the Claim ID, Member Name, Check Number, Paid Date, and Total Paid.
    - Click on the Claim ID to display the details of the Remittance Advice.
- Search by Date Range
    - You can search by either a date of service range or a claim paid date range. Select the radio button for the search option you would like then enter the To and From date range. Click on the “Search” button.
    - The results show the Claim ID, Member Name, Check Number, Paid Date, and Total Paid.
    - Click on the Claim ID to display the details of the Remittance Advice.