

2025
VOLUME 4

Provider Newsletter



In this issue

Click on the topic to learn more

- Earn additional reimbursement for preventative oral care
- Provider data submission best practices
- Quality performance support available
- Administrative updates to improve claims efficiency
- Complaints, grievances and appeals address reminder
- Pharmacy formulary updates
- Pharmacy updates on our website
- Supporting children with special needs
- Upcoming provider support opportunities
- Quick Reference Guide

Working together to improve pediatric outcomes in Pennsylvania

Message from Plan Leadership

At Aetna Better Health Kids, we are committed to making it easier for your practice to deliver high-quality care to CHIP enrollees. This quarter, we are focused on expanding specialty access, improving preventative care incentives, and supporting your performance on key pediatric quality measures.

Your partnership helps ensure Pennsylvania's children to receive the right care at the right time.



AetnaBetterHealthKidsPA.com
1-800-822-2447 (TTY: 711)



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Aetna Better Health® Kids
A CHIP Health Plan

Featured initiative: Earn additional reimbursement for preventative oral care

Fluoride varnish incentive extended through December 2025

Providers who submit CPT 99188 for CHIP enrollees are eligible to receive an additional \$10 reimbursement for topical fluoride application.

Why this matters to your practice:

- Supports preventative pediatric care
- Improves oral health outcomes
- Enhances HEDIS performance
- Creates additional reimbursement opportunity

No certification submission is required. Contact Provider Relations to participate.

Provider data submission best practices

When submitting requests to update data via PAABHProviderRelationsMailbox@Aetna.com, include in the email subject line:

- The state abbreviation (i.e., PA)
- TIN (if group)/group name (if multiple providers)
- Provider NPI/provider name (if one provider)
- Action (Add/Term/Update)

This will ensure proper routing and updates are made correctly when received within general mailboxes.

Quality performance support available

How Quality Practice Liasons help your practice

Our Quality Practice Liasons partner with provider offices to:

- Improve HEDIS measure performance
- Reduce gaps in care
- Strengthen documentation workflows
- Support value-based care readiness

Practices working with QPLs have demonstrated improved preventative visit compliance and screening rates.

Request support today!

Administrative updates to improve claims efficiency

Appeal submission best practices

Including the following helps reduce rework and speed resolution:

- Specific claim details
- Clear explanation of concern
- Relevant clinical documentation

Provider grievances

Providers may submit grievances on behalf of members with written consent. Requests without consent cannot be reviewed.

These processes are designed to ensure timely resolution and minimize administrative burden on your staff.

Complaints, grievances and appeals address reminder

There is a different address for a member CGA versus a provider CGA.

Member appeals

Aetna Better Health® Kids
Complaints, Grievances and Appeals
PO Box 81139
5801 Postal Road
Cleveland, OH 44181

Provider appeals

Aetna Better Health® Kids
Complaints, Grievances and Appeals
PO Box 81040
5801 Postal Road
Cleveland, OH 44181

Reach us here if you prefer to email or fax:

PA MedicaidAppeals&Grievance@Aetna.com

Fax: 860-754-1757

Pharmacy formulary updates

Recent formulary changes include:

- Yesintek added as preferred bio-similar alternative
- Asmanex inhaler products added
- Qvar designated as non-preferred

Providers should verify formulary status prior to prescribing to avoid delays in treatment.

Access the latest formulary online.



Pharmacy updates on our website

You can access the formulary, view step therapy restrictions, quantity limits and submit prior authorization. Visit our [provider pharmacy website](#) and/or our [provider manual](#) for updates and information on:

- Pharmacy services, including covered or preferred drugs (formulary) and any restrictions
- Pharmacy procedures and how to submit a prior authorization
- An explanation of quantity limits
- How to submit information for an exception request
- Process for generic substitution, therapeutic interchange and step therapy

Supporting children with special needs

Understanding the PH-95 Medicaid category

PH-95 enables eligible children with disabilities to receive Medicaid services regardless of family income.

Provider role:

- Complete PA-1960 certification promptly
- Support documentation for DHS review
- Help families access expanded benefits

Early completion helps ensure timely coverage activation.

Upcoming provider support opportunities

- Quality improvement consultations
- Provider education webinars
- Community engagement initiatives

Watch for upcoming invitations from the Provider Experience team.



2025 Quick Reference Guide



Aetna Better Health® Kids
A CHIP Health Plan

Aetna Better Health® Kids (CHIP)

Administrative Office PO Box 81040 5801 Postal Road Cleveland, OH 44181	1-866-638-1232
Pharmacy: CVS Caremark	1-866-638-1232
Eligibility Verification (by phone) Claim Submission Address/Payor ID Aetna Better Health® Kids P.O. Box #982973 El Paso, TX 79998-2973 Emdeon Payor ID: 23228	1-800-822-2447
Prior Authorization AetnaBetterHealth.com/Pennsylvania/providers/materials-forms	1-866-638-1232
Provider Manual AetnaBetterHealth.com/Pennsylvania/providers/manual	
Website AetnaBetterHealth.com/Pennsylvania	
Availity Provider Portal AetnaBetterHealth.com/Pennsylvania/providers/portal	
Peer to Peer Review	1-833-459-1998
Member Services	1-800-822-2447
Claims Customer Service Contact (CICR)	1-866-638-1232
Language Line Services	1-800-385-4104

Complaints, Grievances & Appeals

PAmedicaidAppeals&Grievance@Aetna.com

PO Box 81040
5801 Postal Road
Cleveland, OH 44181
Fax: **1-860-754-1757**

Real Time support via Emdeon

- Claim Inquiry & Response (276/277)
 - Eligibility Inquiry & Response (270/271)
 - Health Service Review Inquiry & Response (278)
- Emdeon Payor ID: 23228

EFT / ERA

[AetnaBetterHealth.com/Pennsylvania/providers/materials-forms](https://www.aetna.com/better-health/pennsylvania/providers/materials-forms)

Click on the Electronic Fund Transfer (EFT)/Electronic Funds Remittance Advice (ERA) tab

Vision: Superior Vision **1-866-819-4298**

Provider Relations, Contracting & Updates **1-866-638-1232**

PaABHProviderRelationsMailbox@Aetna.com

Fax: **1-860-754-5435**

Special Needs Unit **1-855-346-9828**

Dental: SKYGEN Provider Services **1-800-508-4892**
[skygenusa.com](https://www.skygenusa.com)

Pennsylvania Children's Health Insurance Program (CHIP) Resources

CHIP Helpline	1-800-986-5437
Dept. of Human Services Helpline	1-800-692-7462
OMAP – HealthChoices Program: Complaint, Grievance & Fair Hearings PO Box 2675 Harrisburg, PA 17105-2675	1-800-798-2339
Eligibility Verification System (EVS) DHS.pa.gov/providers/Providers/Pages/EVI.aspx	1-800-766-5387
Provider Inquiry Hotline	1-800-537-8862 (Prompt 4)
Pharmacy Hotline	1-800-537-8862 (Prompt 1)

Provider Enrollment Applications/Changes **1-800-537-8862**
(Prompt 1)

Outpatient Providers Practitioner Unit **1-800-537-8862**
(Prompt 1)

Provider Compliance Hotline **1-800-333-0119**

CHIP County Assistance Office

dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx

COMPASS Chip Benefit Enrollment

compass.state.pa.us/Compass.Web/public/cmphome

Welfare Fraud TipLine **1-844-347-8477**