

12/18/24

Dear Provider:

Over the past several years, Aetna Better Health of Virginia (HMO D-SNP) has been implementing payment policies that reflect guidelines set forth by industry authorities. Our goal is to process claims consistently and in accordance with best practice standards. Starting on 04/01/2025, Aetna Better Health of Virginia (HMO D-SNP) will begin implementing additional enhancements to our claims editing programs that promote correct coding and billing practices. Aetna Better Health of Virginia (HMO D-SNP) believes that this will enable you and your billing staffs to more readily understand our payment/denial of claims given the widespread use of these policies.

After the implementation, you may receive claims denials or payment changes based on these enhanced claim editing concepts on your Explanation of Benefits or electronic remittances. For additional information on the specifics of your claim submission payment decisions, or to file a grievance or appeal, please contact our Call Center at 1-855-463-0933 or your Provider Relations representative.