

**Aetna Better Health SM Premier Plan
(Medicare-Medicaid)**

3200 Highland Avenue, MC F661
Downers Grove, IL 60515



NETWORK NOTICE

Date: 09/22/2020

To: Network Providers

From: Aetna IL Premier Plan - MMAI Provider Experience

RE: Update Collection Remits

UPDATE TO COLLECTION REMITTANCE

When a claim has been adjusted, which results in a negative balance (for longer than 30 days), currently you are receiving a collection letter once per month through the mail. You are also receiving the claims detail that created the negative balance, along with any offsetting claims, with the monthly collection advice. The collection advice summary indicates the amount of refund we are requesting.

Beginning May 1st, 2020 these letters and claim detail are available for providers to review 24/7 via our secure Provider Portal. Below are steps to access this information.

1. Providers can access the portal from the ABHIL Premier Plan website under Provider Notices tab and Provider Portal tab. <https://www.aetnabetterhealth.com/Illinois>

2. Provider must have a secure log on and password

A screenshot of the Aetna Provider Portal login page. On the left is the Aetna logo. The main area contains a login form with two input fields: "User Name (Medicaid)" and "Password". Below each field is a blue link: "I have forgotten my user name" and "I have forgotten my password". A large green "Sign In" button is positioned below the password field. To the right of the form is a section titled "Why register for this secure web portal?" with explanatory text and two buttons: "Register now as PROVIDER" (blue) and "Register now as MEMBER" (green).

3. At the bottom of the home screen is a list of all the Health Tools and select the Provider Deliverable Manager with Provider Report Management Tool

My Account	Tasks	Health Tools	Important Links	Contact Us
User Details	Authorization Search	PA Requirement Search Tool	Authorization Submission User	Questions? We're here to help.
Provider Details	Claims Search	Submit Authorizations	Guide	Just call Member/Provider
Change Password	Search Remittances	Case Management	FAQ	Services at (866) 600-2139
Change Secret Question	Search Members	Provider Deliverable Manager	Disclaimer	(Aetna Better Health Premier
Inbox	Panel Roster	(with Provider Report	Sitemap	Plan) or hearing impaired
Attachments	Search Providers	Management Tool)	Referrals and Authorizations	(TTY/TDD): 711.
E-Referral		Register for EFT		You can contact us .
		Register for ERA		
		Business Intelligence Reports		

4. Using the PDM tool – select the External Provider Report

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to **do_not_call@aetna.com**. An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.

The screenshot shows the Aetna Deliverable Manager interface. At the top left is the Aetna logo with the tagline 'Aetna Better Health® of Illinois'. At the top right, there is a 'Welcome' message followed by a redacted name and a 'Logout' button. The main content area is divided into two sections. On the left is a 'Deliverable Manager' sidebar with a menu: 'Home' (highlighted in blue), 'Document Library', 'Enter/Upload Deliverable', 'Deliverable Tracking', 'Provider Reports' (circled in red), 'External Provider Report' (highlighted with a red arrow), and 'FAQs'. On the right is a 'Home' section with a blue header and a white box containing the text: 'Welcome to the Deliverable Manager. From this site you may review deliverable specifications, direct-enter or upload deliverables, and track the progress of submissions.' The footer contains 'Owner: Aetna Inc.', 'Copyright © 2020', and the Aetna logo.

5. The External Provider Report page will open. It will list your provider name and Id number at the top left of the page. You will be about to select the report by provider and time period by using the filters. The results will appear at the bottom of the page. Click the report name, the file will open. The file contains the letter and claims data that is mailed out today. This is accessible 24 hours a day 7 days a week.

Deliverable Manager

- Home
- Document Library
- Enter/Upload Deliverable
- Deliverable Tracking
- Provider Reports ▾
 - External Provider Report**
- FAQs

Provider Report > External Provider Report

Welcome: [Redacted]
 Provider: [Redacted]

Aetna Better Health of Illinois For help and other instructions, please [click here](#).

The following reports are available for the health plan. All of these may not be available to you.

Report Selection Options

Provider: [Redacted] ▾
 Report Type: --No Reports Available-- ▾
 Report Period: --No Periods Available-- ▾

Provider Tool Links

Contact Us:
 For questions, please contact our Provider Services Department at 1.866.212.2851 (Follow prompts to reach Provider Services)

Deliverable Manager

- Home
- Document Library
- Enter/Upload Deliverable
- Deliverable Tracking
- Provider Reports ▾
 - External Provider Report**
- FAQs

Provider Report > External Provider Report

Welcome: [Redacted]
 Provider: [Redacted]

Welcome to the **Aetna Better Health of Kentucky Provider Reporting Tool**. For help and other instructions, please [click here](#).

The following reports are available for the health plan. All of these may not be available to you.

Report Name	Report Description
Negative Balance Report	Report containing negative balance summary

Report Selection Options

Provider: [Redacted] ▾
 Report Type: Negative Balance Report ▾
 Report Period: 2020-03 [Monthly] ▾

Report Selection Results

2 Report(s) Found

Reports
2020-03 [Monthly] Negative Balance Report for [Redacted] Pj
2020-03 [Monthly] Negative Balance Report for [Redacted] Pj

Provider Tool Links

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Questions? Simply contact your Network Account Manager directly or please send an inquiry to:
ILProviderUpdates@aetna.com

