ABH of MI RESOURCES AT A GLANCE

ID Card: Front of card

aetna

H8026-001

In case of emergency, call 911 or go to the nearest emergency room. Member Services: 24 Hour Nurse Advice Line: 1-855-676-5772 (TTY 711) Website: www.aetnabetterhealth.com/michigan Behavioral Health Services: 4-800-676-5814 24 Hour Behavioral Health Crisis Line: 1-800-675-7148 Vision Services: 1-877-666-2188 Dental Services: 1-855-925-7581 Contact Member Services for Pharmacy benefit assistance

Payer ID: 128MI

1-855-676-5772 (TTY711) w/military 144

ID Card: Back of card

Member Name: Last Name, First Name Member/Beneficiary ID: 0000000000 Health Plan (80840): Card Issuer Identifier

AETNA BETTER HEALTH™ PREMIER PLAN

Health Plan (80840): Card Issuer Iden
PCP: Last Name, First Name
PCP Phone: 000-000-0000
MEMBER CANNOT BE CHARGED
Copay: \$0

RxBIN: 610591 RxPCN: MEDDADV RxGRP: RX8827

MI HEALTH LINK

MedicareR.

MMOULT

Aetna Better Health of Michigan

PO Box 66215, Phoenix, AZ 85082-6215

- Aetna Better Health of Michigan home page website: https://www.aetnabetterhealth.com/michigan
- Aetna Better Health of Michigan Provider Resources: https://www.aetnabetterhealth.com/michigan/providers/
 - Join Our Network, Prior Authorization, Provider Manual, Case/Disease Management, Clinical Practice Guidelines, Provider Portal, Forms, News & Notices, Newsletters, Claims, Training, Resources
- Availity home page web Portal: www.availity.com
 - Log in to Essentials or call 1-800-282-4528
- Availity Portal Tools & Resources:
 - Eligibility, Claims, Prior Authorizations, PAR Provider Disputes, Grievance and Appeals, Panel Roster and more
- How to verify member eligibility, PCP assignment, benefits, co-pays/deductibles:
 - State CHAMPS website: www.michigan.gov
 - ABH Provider Portal: https://www.aetnabetterhealth.com/michigan/find-provider
 - Availity Secure Portal: www.availity.com
- How to File a Claim:
 - Electronic Claims Submission (EDI)
 - Electronic Claims Submission: Change Health (Emdeon) is the EDI vendor we use Medicare and Medicaid https://www.changehealthcare.com/
 - Payer ID: 128MI
 - o Paper Claims:
 - Aetna Better Health OF Michigan PO Box 982963 El Paso, TX 79998-2963
- Claims Timely Filing:
 - o New Claim: within 365 days from Date of Service
 - o COB Claim: within 365 from the date of the COB remittance advice
 - \circ $\;$ Claim Resubmission: within 180 days from the date of payment or denial
 - Appeals and reconsiderations: 180 days from the original denial for appeal and reconsiderations
- Prior Authorization online tool: https://www.aetnabetterhealth.com/michigan/providers/prior-authorization
 - Select Prior Authorizations to determine if prior authorization (PA) is required
 - Enter CPT or HCPCS Code (s) up to six can be entered
 - Select Plan
 - ABH of Michigan MMP Duals (Medicare/Medicaid)
 - · Michigan Medicaid-Medicaid/Healthy MI
 - Phone: 1-855-676-5772 Fax: 1-844-241-2495
- Provider Appeal:
 - o Phone: 866-316-3784 Fax: 866-889-7517
 - o Mail: Aetna Better Health of Michigan Attn: Provider Grievance
 - PO Box 818070 5801 Postal Road Cleveland, OH 44181-0040
 - o Email: MIAppealsandGrievances@aetna.com
 - Secure Portal: https://www.aetnabetterhealth.com/michigan/providers/portal
- Claims Inquiry Claims Research (CICR) Department: benefits, eligibility, claim status, appeal status, check tracers, remits,
 COB, Billing and Coding
 - o MI Duals: 1-855-676-5772 Medicaid/Healthy MI: 1-866-316-3784
- Vendors:
 - o CVS Health Pharmacy Benefits Manager: 1-800-552-8159
 - o DentaQuest Dental Benefits Manager: 1-866-316-3784
 - o VSP Vision Benefits Manager: 1-800-877-7195
 - Medical Transportation Management: 1-844-549-8347
 - eviCore Health Radiology Benefits Manager: 1-888-693-3211
- Provider Representatives:
 - o Patti Pogodzinski: pogodzinskipatti@aetna.com

