



## Refunding of Provider Overpayments

Occasionally, we inadvertently overpay providers for claims for various reasons. We apologize for any inconvenience these overpayments may cause. At this time we would like to clarify steps provider offices should follow after verifying you have received an overpayment on a claim.

Below is the process and requirements for you to process any overpayment and submit a refund to us for the overpayment.

If you're certain you have received overpayment from us, please submit the following information:

- A check issued to Aetna Better Health in the amount of the overpayment
- The name and ID number of the member for whom we have overpaid (include a copy of the member's Aetna ID card if available)
- The date(s) of service
- Supporting documentation including but not limited to:
  - A letter explaining the reason for the refund
  - A copy of your Explanation of Benefits (EOB) statement
  - In the case of incorrect coordination of benefits, the primary carrier's EOB statement
  - Corrected bill
  - Any other documentation that would assist in accurate crediting of the refund
- Refunds and supporting documentation should be mailed to:

**Aetna Better Health of Pennsylvania**  
**1425 Union Meeting Road**  
**Blue Bell, PA 19422**

If you have any questions regarding refunds of overpayments, just call Provider Relations at 1-866-638-1232.

Sincerely,

Provider Relations  
Aetna Better Health of Pennsylvania