



March 9, 2020

## **Notification of address change for Appeals and Grievances**

Dear Provider,

Effective **March 26, 2020**, our Appeals and Grievances department will have a new mailing address.

**Current mailing address:**

9881 Mayland Drive  
Richmond, VA 23233

**New mailing address:**

Member Appeals:  
Aetna Better Health of Virginia  
PO Box 81139  
5801 Postal Road  
Cleveland, OH 44181

Provider Appeals:  
Aetna Better Health of Virginia  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181

**Providers have 365 days from the date of service to correct and resubmit claims.**

- **Resubmission:** A claim originally denied because of missing documentation, incorrect coding, etc., that is now being resubmitted with the required information.
- **Reconsideration:** A request for the review of a claim that a provider believes was paid incorrectly or denied because of processing errors.

**Examples of reconsideration requests:**

- Contract interpretation issues
- Timely filing (please submit acceptance report if billed electronic)
- Entire claim denied for no authorization due to the member providing the incorrect insurance information
- Rejected as cosmetic and submitting medical records/documentation
- No authorization when it is required
- Coding edit reconsideration

**Examples of appeals:**

- Denied as not medically necessary
- If a cosmetic denial is upheld and would like it reviewed a second time

**When submitting an appeal:**

- Include the name, address, and phone number where the appellant can be reached in case there are any questions
- Include the patient's name, date of birth, and insurance ID
- Describe the service or item being requested
- Address issues raised in our denial letter
- Address the medical necessity of the requested service
- Include information about the patient's medical history
  - Prior treatments
  - Surgery date
  - Complications
  - Medical condition and diagnosis

Thank you for your continued cooperation. If you have any questions, please call Provider Relations at **1-800-279-1878** (Medallion 4.0) or **1-855-652-8249** (CCC Plus).

Sincerely,

Aetna Better Health of Virginia