

Ambulance Claims Notification – 10/15/2021

Dear Ambulance Providers,

Aetna recently discovered a configuration issue causing inaccurate claims payments on ambulance claims. The issue has been corrected and we are working to reprocess effected claims. Date span of impacted claims ranges from September 2020 through July 2021.

If you have any questions or concerns, please reach out to your dedicated provider representative, or contact Provider Services at 1-855-676-5772.

Sincerely,

Aetna Better Health Premier Plan