



AETNA BETTER HEALTH® OF LOUISIANA

Transportation claims procedures – emergency ambulance transportation

Processing voided emergency ambulance transportation claims

- Aetna asks that Ambulance providers submit their emergency ambulance transportation claims that were paid in error to the Aetna Claims address:
Aetna Better Health
PO Box 61808
Phoenix, AZ 85082-1808
- Please mark each claim “**RESUBMITTED**” so we can ensure that your resubmitted claim can be manually processed with applying prior authorization rules.
- If you normally submit claims electronically, you may utilize that method of submission for this population of claims. Be sure to utilize the segment and loop within the 837 that indicates the claim is a resubmission.
- If you are not enrolled with Aetna Better Health of Louisiana as a network provider, you will be contacted by Aetna Louisiana staff to execute a vendor contract.
- If you are currently enrolled as a network provider, your claim(s) will be processed within the prompt payment guidelines based on the date the claims are received.
- Our Provider Services team is available to help with any issues or answer any questions you may have regarding the claims submittal and payment process. You may reach us by calling **1-855-242-0802**.
- We will monitor the progress of this project on a weekly basis.