

# TIP TUESDAY

Aetna Better Health® of Kentucky

August 20, 2019

## Tip Tuesday Tip #7

### Sharing TOGETHER – Submitting a Corrected claim

Aetna Better Health of Kentucky claim system recognizes claim submission types on electronic claims by the frequency code submitted. This allows you to submit changes to claims that were not included on the original adjudication.

When making changes to previously paid claims, submit corrected claims electronically. Update the Claim Frequency Code with:

Code	Description	Filing Guidelines	Action
<b>5</b> - Late Charge(s) (Institutional Providers Only)	Use to submit additional charges for the same date(s) of service as a previous claim	File electronically, as usual. Include only the additional late charges that were not included on the original claim.	ABHKY will add the late charges to the previously processed claim.
<b>7</b> - Replacement of Prior Claim	Use to replace an entire claim (all but identity information)	File electronically, as usual. File the claim in its entirety, including all services for which you are requesting reconsideration.	ABHKY will adjust the original claim. The corrections submitted represent a complete replacement of the previously processed claim.
<b>8</b> - Void/Cancel of Prior Claim	Use to entirely eliminate a previously submitted claim for a specific provider, patient, insured and "statement covers period."	File electronically, as usual. Include all charges that were on the original claim.	ABHKY will void the original claim from records based on request.

When making changes to previously denied claims, submit corrected claims on paper:

Stamp "CORRECTED CLAIM" on the top of the claim

Mail to: Aetna Better Health of Kentucky  
P.O. Box 65195  
Phoenix, AZ 85082-5195

Member Services - 1-855-300-5528  
Behavioral Health Crisis Hotline - 1-888-604-6106  
Network Relations - 1-855-454-0061



For any question, providers may contact us at 1-855-454-0061 between the hours of 8 a.m. and 5 p.m., Monday through Friday, or email us at [KYProvidersRelation@aetna.com](mailto:KYProvidersRelation@aetna.com).

Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at [aetnabetterhealth.com/kentucky/provider/portal](http://aetnabetterhealth.com/kentucky/provider/portal) for up-to-date information, forms and other resources.

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