

Aetna Better Health of Ohio

7400 W. Campus Road
New Albany, OH 43054



MyCareOhio
Connecting Medicare + Medicaid

September 28, 2023

Paper Remit Updates

Dear Providers,

Aetna Better Health of Ohio is pleased to announce that several improvements were incorporated to our Paper Remits. It has been redesigned to offer precise and easy-to-understand information on the paper remittance.

Providers will be able to see the following changes:

- Provider Remit Layout changing from portrait to landscape
- Reason codes will be on the same line as the service vs below all the claim lines
- Additional fields are being added to assist with clarity of reading the Paper RA

Thank you for your continued participation in the Aetna Better Health of Ohio network.

Sincerely,

Aetna Better Health of Ohio
Provider Experience Department

Questions?

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-364-0974 (TTY: 711)**

By Email: oh_providerservices@aetna.com