

Provider Notice



May 3, 2019

Instructions for Providers to Check on the Status of Their PROMISE™ ID Enrollment

Below are instructions for providers who have applied for PROMISE™ ID enrollment and want to check the status.

First, check the status of the portal enrollment application to verify the application has been approved or has been pended in the event FFS has reached out for additional information.

Second, if the provider already has an existing enrollment, check ePEAP to determine if the new service location address has been added.

How to check the portal, ePEAP:

- Log in to ePEAP at:

Promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider

There is a manual which outlines how to establish a new provider account if the provider currently does not have one. Once logged in, click on the ePEAP tab to check on your current service location enrollments.

If after 30 days, you have confirmed that the application was approved but the new service location address is not on file in ePEAP and you have not received an enrollment confirmation letter with the new PROMISE™ Provider ID, you can call the contact number published in DHS Quick Tip #41:

DHS.pa.gov/providers/Quick-Tips/Documents/QTip%2041.pdf.

If you have questions about this notice, just contact Aetna Better Health of Pennsylvania Provider Relations by calling **1-866-638-1232**.

Provider Relations

Aetna Better Health® of Pennsylvania

1425 Union Meeting Road

Blue Bell, PA 19422



Aetna Better Health® of Pennsylvania

Aetna Better Health® Kids

AetnaBetterHealth.com/Pennsylvania

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