

AETNA BETTER HEALTH® OF KENTUCKY

Fax Blast

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To: All Network Providers Fax: <<location_fax>>
From: Provider Relations Date: February 29, 2016
Re: CICR Department Pages:
Taxonomy Reminder

Notes:

We appreciate your participation in the Aetna Better Health of Kentucky provider network. Please review the attached information.

Best regards,
Aetna Better Health® of Kentucky

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Fax Blast 02.29.16

To: All Network Providers
 From: Provider Relations
 Date: February 29, 2016
 RE: CICR/Taxonomy Reminder

1. Claims Inquiry / Claims Research Department

Just a reminder, if you have a claims inquiry / Claims research (CICR) issue, you can call Customer Service at **1-855-300-5528**, prompt # 4, prompt # 4, prompt #7. Below are several examples with which CICR can assist:

- Appeals / Reconsiderations
- Billing and Coding clarification
- Check Tracers
- COB Concerns
- Data Entry Error
- Denials
- Eligibility Issues
- Incorrect Claim Payment
- Pay to Issue
- Prior Authorization
- Remittance Advice/Negative Remits
- Claim Status
- System Issues
- Voided claims issue

2. Taxonomy/NPI Rejection changes effective February 1, 2016

Another reminder, effective **February 1**, the taxonomy and NPI numbers that do not match the DMS file will no longer be a rejection through the Clearinghouse.

Disposition codes will be utilized to deny the claim back to the provider for correction action to be taken with the claim. The denied claims will be reflected on the remittance advice with the following codes:

Description	Disposition Code
<i>Billing Provider NPI is not found in the state data</i>	<i>208</i>
<i>Rendering Provider NPI is not found in the state data</i>	<i>208</i>
<i>Billing Provider Taxonomy is not found with the valid NPI</i>	<i>16</i>
<i>Rendering Provider Taxonomy is not found with the valid NPI</i>	<i>16</i>
<i>Billing Provider NPI is found but not effective for the DOS</i>	<i>208</i>
<i>Rendering Provider NPI is found but not effective for the DOS</i>	<i>208</i>
<i>Billing Provider Taxonomy is found with the valid NPI but is not effective for the DOS</i>	<i>16</i>
<i>Rendering Provider Taxonomy is found with the valid NPI but is not effective for the DOS</i>	<i>16</i>
<i>The Billing Provider found with the NPI and Taxonomy does not have a Medicaid Id active for the claim date of service</i>	<i>208</i>
<i>The Rendering Provider found with the NPI and Taxonomy does not have a Medicaid Id active for the claim date of service</i>	<i>208</i>