

**Aetna Better Health® of Michigan**

1333 Gratiot Avenue, Suite 400

Detroit, MI 48207

1-866-316-3784



**Provider Bulletin No 166  
(Correction - Provider  
Bulletin No 167)**

## AETNA BETTER HEALTH® OF MICHIGAN

TO: All Providers  
FROM: Provider Experience Team  
DATE: March 25, 2020  
SUBJECT: Grievance and Appeals address change effective 3/26/20

Dear Providers,

Aetna Better Health of MI would like to inform you that effective 3/26/2020 our Provider/ Member Grievance and Appeals mailing address will change. This will not affect the participating provider dispute process which Participating Providers submit claims disputes to:

AETNA BETTER HEALTH OF MI  
P.O. BOX 66215  
PHOENIX, AZ 85082

We kindly ask that you update your records accordingly and to address all future Grievances and Appeals to our new mailing address as follows:

- **Non-Participating Provider Grievance & Appeals NEW address**  
Aetna Better Health of MI  
PO Box 81040  
5801 Postal Road  
Cleveland, OH 44181
- **Member Grievance & Appeals NEW address**  
Aetna Better Health of MI  
PO Box 81139  
5801 Postal Road  
Cleveland, OH 44181

Attached you will find two forms to help you with your claim questions and concerns. It also includes information regarding reconsiderations, claims inquiry, disputes, appeals and examples for your review.

The form can also be found on our Aetna Better Health of MI website for your convenience:  
Claims Adjustment Request & Provider Claim Reconsideration Form

We appreciate the excellent care you provide our members. If you have any questions, please feel free to contact us via e-mail: [AetnaBetterHealth-MI-PR-Medicaid@AETNA.com](mailto:AetnaBetterHealth-MI-PR-Medicaid@AETNA.com). You can call us through our Provider Relations telephone line: 1-866-316-3784 or 1-866-314-3784.

Thank you,

**Provider Experience**