

AETNA BETTER HEALTH® OF PENNSYLVANIA AETNA BETTER HEALTH® KIDS

Notice Date
November 16, 2016

Use valid 5+4 zip code on electronic and paper claims

Please be aware that the Department of Human Services (DHS) issued Provider Quick Tip #200 with an effective date of December 1, 2016. This notice notifies providers to submit all claims and encounters with a valid **5+4 digit zip code** for the **billing provider** and **facility** (as applicable).

Who this affects

This change affects all entities submitting professional, institutional and dental claims and encounters.

Why this is important

- The 5+4 zip is used to determine the correct provider location.
- Use of inappropriate, random digits in the zip code field could lead to encounter rejections for Aetna Better Health.
- The 5+4 zip code is a HIPAA 5010 requirement; therefore, this modification should be transparent unless your organization is currently omitting this data.

What providers should do

Help Aetna Better Health submit your encounters successfully by complying with the DHS claims encounter data 9 digit zip code reporting requirement.

You can find more information about the 9 digit zip requirement, including where to find 5+4 zip code locations on the **PA Provider Quick Tips** page at:

<http://dhs.pa.gov/publications/forproviders/QuickTips/index.htm>.

Questions?

Contact Provider Relations at **1-866-638-1232**, prompt 3, then prompt 5. We're here to help.