



AETNA BETTER HEALTH® OF WEST VIRGINIA

Quick Reference Guide

Effective: September 26, 2016

Health plan main office	Provider services phone/fax/email	
500 Virginia Street, East Suite 400 Charleston, WV 25301	1-888-348-2922 Fax: 1-866-810-8476 ABH_WV_ProviderRelations@aetna.com	
Hours of operation	Member services phone/fax/email	
Monday – Friday 8:30 AM – 5:00 PM EST	1-888-348-2922 Fax: 1-844-255-7027 ABH-WV-MemberServices@aetna.com	
Claims/billing address	To file a provider appeal	
Aetna Better Health of West Virginia P.O. Box 67450 Phoenix, AZ 85082-7450	Aetna Better Health of West Virginia Attn: Appeal Coordinator 500 Virginia Street, East Suite 400 Charleston, WV 25301 <i>*Appeals must be received 90 days from original denial</i>	
Case management phone	Grievance and appeals fax	
1-888-348-2922	Fax: 1-888-388-1752	
Claims payer ID for EDI – Medicaid	Real time payer ID	
128WV	ABHWV	
Behavioral health crisis number	Health services preauthorization phone/fax	
1-888-348-2922	1- 844-835-4930 Fax: 1-866-366-7008	
Pharmacy – pharmacist phone	Pharmacy preauthorization phone/fax	
1-855-722-6225	1- 888-348-2922 Fax: 1-855-799-2555	
Vendor phone numbers		
Scion Dental eviCore / MSI eviCore / TRIAD	1-855-844-0623 1-888-693-3211 1-888-393-0989	VSP Vision MTM Transportation
		1-800-877-7195 1-844-549-8353