

## FAX

**To: All Aetna Better Health of Louisiana Providers**  
**Date: November 9, 2016**

### Reminder: Provider Appeals and Complaints

Both network and out-of-network providers may file a verbal complaint with Aetna Better Health of Louisiana. Provider complaints are expressions of dissatisfaction filed with Aetna Better Health of Louisiana in regard to our policies, procedures or any aspect of our administrative functions, including dissatisfaction with the resolution of a payment dispute, or a provider complaint that is not requesting review of an action.

A provider may also file an appeal. An appeal is a formal request to reconsider a decision (e.g. a utilization review recommendation or administrative action) with Aetna Better Health of Louisiana. This appeal request must be within thirty (30) calendar days from the date of the Aetna Better Health of Louisiana Notice of Action (adverse determination). The expiration date to file an appeal is included in the Notice of Action (denial letter).

#### Written appeals should be sent:

##### By Mail

Aetna Better Health of Louisiana  
Grievance System Manager  
2400 Veterans Memorial Blvd, Suite 200  
Kenner, LA 70062

##### By FAX

1-860-607-7657

You may also contact Aetna Better Health of Louisiana Provider Relations by calling **1-855-242-0802**, and **selecting option 2** then **option 6**.

Thank you,  
Aetna Better Health of Louisiana

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