

Aetna Transition Contact and Claims Information

Purpose of this communication:

- To provide additional support and claims information for providers servicing members impacted by the Aetna (including formerly Coventry) transition effective July 1, 2023.

What do I need to know?

- Providers should continue to follow the current CareCentrix claims submission processes for any dates of service (DOS) on or before June 30, 2023.

Contact information for support on and after July 1, 2023

Medicare Advantage (Carelton)	Commercial (HOMELINK)
Carelton Provider Relations Team: Call: 1 (833) 585-6262	HOMELINK Provider Relations Team: Email: HOMELINKProviderRelations@vgm.com Call: 1 (888) 636-1993
Carelton Contracting Team: Email: Contracting@carelon.com	
Carelton Credentialing Team: Email: Credentialing@carelon.com	

- Claims submitted to CareCentrix for Aetna members with dates of services (including the date of service on the HIPPS line) on and after July 1, 2023 will be rejected and returned with an A3:116 rejection code, and should be submitted either directly to HOMELINK for Commercial members or to Carelon for Medicare Advantage members.
 - Claims that have dates of service prior to July 1, 2023 and after July 1, 2023, must be split into two separate claims and submitted to CareCentrix for dates of service prior to July 1, 2023, and HOMELINK or Carelon, for dates of service on and after July 1, 2023.
 - For example: An Aetna Medicare Advantage member receives care from June 26 - July 5. Claim lines with dates of service from June 26 - June 30 must be submitted to CareCentrix, while claim lines with dates of service July 1 - July 5 must be submitted to Carelon.

What do I need to do?

- Review the above information as well as the [Aetna Transition Newsflash and FAQ](#), which was previously communicated for additional information.

Thank you in advance for your cooperation and continued partnership.