

Aetna Better Health® of Michigan

1333 Gratiot Avenue, Suite 400

Detroit, MI 48207

1-866-316-3784



Provider Bulletin No 180

AETNA BETTER HEALTH® OF MICHIGAN

TO: All Providers
FROM: Provider Experience Team
DATE: November 2, 2020
SUBJECT: Office Location Change

Dear Providers,

Aetna Better Health of MI would like to inform you that effective 11/16/2020 our Corporate Office Location address will change to:

AETNA BETTER HEALTH OF MI
28588 Northwestern Hwy, Suite #380B
Southfield, MI 48034

This will not affect the address where to send claims:

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

Or 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

The PAR Provider Dispute/Non-PAR Provider Appeal forms can also be found on our Aetna Better Health of MI website for your convenience.

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-ProviderServices@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