

**AETNA MEDICARE ADVANTAGE PLAN
PROVIDER PAYMENT DISPUTE RESOLUTION PROCESS FOR NON-CONTRACTED
PROVIDERS**

If you are not contracted with Aetna to participate in our Medicare Advantage plans, and you believe that the payment amount you received for a service provided to an Aetna Medicare Advantage (MA) plan member enrolled in an Aetna MA HMO, PPO or PFFS plan (“MA plan”) is less than the amount you are entitled to receive under Original Medicare, or you disagree with a decision made by Aetna to pay for a different service than the service for which you billed, you have the right to dispute the payment amount made by Aetna by following Aetna’s non-contracted provider payment dispute resolution process.

To file a payment dispute, please send your written dispute to:

Aetna
P.O. Box 14020
Lexington, KY 40512

or call us at 1-800-624-0756.

Please provide us with all appropriate documentation to support your payment dispute (e.g., remittance advice from a Medicare carrier). You must submit your payment dispute to Aetna no later than 180 days from the date you initially received the disputed payment from Aetna. Please note that in cases where Aetna reprocesses and pays a claim and you disagree with the payment received after this reprocessing, you must submit your payment dispute to Aetna no later than 180 days from the date you are notified by Aetna of the reprocessing of the disputed claim.

We will review your payment dispute and respond to you within 30 days from the time the provider payment dispute is first received by Aetna. If we determine that you are owed additional payment amounts after reviewing your payment dispute, we will pay you this additional amount and include any interest owed under federal law, if applicable. We will inform you in writing if the payment dispute is not decided in your favor.

Effective January 1, 2010, CMS established new rules that allow you to file an additional request for review with an independent review organization contracted with CMS if Aetna informs you that your payment dispute is not decided in your favor. The independent review organization contracted with CMS to review is C2C Solutions, Inc. ("C2C")

To file this additional request for review of a payment dispute with the independent review organization, you should contact the organization directly at:

C2C Solutions, Inc.
Payment Dispute Resolution Contractor
P.O. Box 44017
Jacksonville, FL 32231-4017

C2C may also be reached by email at PDRC@C2Cinc.com and by phone at 904-791-6430.
Please note that you must first fully complete the Aetna internal payment dispute resolution process before you can request a review by the independent review organization contracted with CMS.