

Provider Notice



Important Notice: PROMISE™ ID Enrollment to Be Required At All Service Locations

Effective July 1, 2019, as required by the Affordable Care Act (ACA) and DHS, all Medicaid and CHIP providers who render services for Medicaid or CHIP beneficiaries, must be enrolled with DHS and have a valid PROMISE™ Identification Number (PROMISE™ ID) **for each service location at which a provider operates**. DHS uses the National Provider Identification (NPI) number and taxonomy submitted on claims to validate the enrollment of providers in PROMISE.

Additionally, Aetna Better Health® requires all participating Medicaid and CHIP providers contracted with Aetna Better Health® who provide services for Medicaid or CHIP beneficiaries and who have not yet enrolled, to promptly enroll with the state of Pennsylvania PROMISE™ for **all service locations** as soon as possible.

If you need to verify if you are enrolled in PROMISE™ at all service locations, you can access the DHS online portal at: promise.dpw.state.pa.us/portal/Default.aspx?alias=promise.dpw.state.pa.us/portal/provider

Beginning **July 1, 2019** Aetna Better Health® will deny claims submitted **if an Aetna Better Health® contracted Medicaid or CHIP provider has not enrolled in PROMISE™ at EACH SERVICE LOCATION.**

For a copy of the complete DHS notice regarding the enrollment requirement and process, visit elrcportal.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_284208.pdf

If you have questions regarding this enrollment requirement notice please call Aetna Better Health® Provider Relations at **1-866-638-1232**.

Sincerely,
Shalini Patel
Director, Provider Relations

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Aetna Better Health® of Pennsylvania
Aetna Better Health® Kids