

AETNA BETTER HEALTH OF KENTUCKY (128KY) ERA ENROLLMENT INSTRUCTIONS



WHICH FORM(S) SHOULD I DO?

- [Aetna Better Health of Kentucky Electronic Remittance Advice \(ERA\) Enrollment Form](#)
- [Emdeon ERA Enrollment Form](#)
 - **NOTE:** This form is emailed to Office Ally, not to Emdeon.

WHERE SHOULD I SEND THE FORM(S)?

- Fax the Aetna ERA form to (855) 454-5584 or email it to KyProviderRelations@aetna.com
- Email the Emdeon ERA Enrollment form to support@officeally.com

WHAT IS THE TURN AROUND TIME?

- Office Ally will process your Emdeon ERA Enrollment Form within 24-48 hours.
- Aetna will process your enrollment form within 10-15 business days.

HOW CAN I CHECK THE STATUS OF MY ERA ENROLLMENT?

- To check status, email KyProviderRelations@aetna.com.