

To file an appeal:

Call Aetna Better Health of Kansas at **1-855-221-5656** and tell them you want to file an appeal. TTY users, call 711. If you speak another language or need American Sign Language you can ask for an interpreter at no cost to you.

Or you can write:

Aetna Better Health of Kansas

Attn: Appeals Department

9401 Indian Creek Parkway

Overland Park, KS 66210

Fax: **1- 833-857-7050**

Aetna Better Health of Kansas will make a decision within 30 days of receipt of the request.

If waiting 30 calendar days is too long, you can ask for an expedited (fast) appeal. Aetna Better Health of Kansas makes expedited appeal decisions within 72 hours of receiving the appeal request.