# Paper Claims Letters Index

[Letters](#_Toc143078577)

[Related Documents](#_Toc143078578)

**Description:** Types of letters that may be sent to the member related to a Paper Claim.

[Top of the Document](https://aetnao365-my.sharepoint.com/personal/david_davis_cvshealth_com/Documents/Daily%20Reporting/Formatted%20and%20Ready%20for%20Posting/GEN%203500%20Paper%20Claims%20Letters%20Index%20pulled%2007202023_.docx" \l "_top)

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| Letters |

Use as needed:

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| **Title** | **Letters that may be received include…** |
| Paper Claims  **Note:** Reject codes in our system are different from what the member sees on their Reject Letters. | * CVS Commercial   + [Generic Client Letter Paper Claims (003478)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=360dff62-87ae-4a62-8a58-605cd5f17b65) * Master Commercial Member Reject without Expedite Processing Paragraph * DMR ASO Appeal Language from MVP * DMR NY Appeal Language from MVP * MRL ERISA * DMR VT Appeal Language from MVP * RPT ERS * RTP GERX * RPT |
| Aetna - Researching / Submitting Paper Claims for Direct Member Reimbursement (DMR)  [CMS-PRD1-067175](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c690687d-50cb-41a5-9ab3-3f9159cce8ea) | * Aetna Joint Venture * Aetna BOB |

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| Related Documents |

[Customer Care Abbreviations, Definitions and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/" \l "!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

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