Aetna at a Glance
A Quick Reference Guide for physicians, hospitals and other health care professionals

<table>
<thead>
<tr>
<th>Secure Website</th>
<th>2–3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Solutions</td>
<td>3–4</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Claims, Claims Tools,</td>
<td></td>
</tr>
<tr>
<td>and Benefits Inquiry,</td>
<td></td>
</tr>
<tr>
<td>Referrals, Precertification</td>
<td></td>
</tr>
<tr>
<td>Contact Information</td>
<td>5</td>
</tr>
<tr>
<td>Claims Addresses</td>
<td>6</td>
</tr>
<tr>
<td>Your Local Information</td>
<td>7-8</td>
</tr>
<tr>
<td>Northeast Region</td>
<td></td>
</tr>
</tbody>
</table>
You can reduce the amount of time you spend on administrative tasks by using Aetna’s secure provider website via NaviNet®. With the click of a mouse, you can instantly access the information you need — when you need it — 24 hours a day, 7 days a week.

### Security Officer
Upon registration, it will be important to designate a NaviNet Security Officer for your office, who will act as the primary contact with NaviNet. The Security Officer will also monitor and assist the NaviNet users in your office and work with NaviNet Customer Care. To learn more about the role of the Security Officer, visit [www.navinet.net](http://www.navinet.net).

### Need help?
If some of the tools in NaviNet can’t be seen, please contact your Security Officer for access. For registration questions or log-in/password assistance, call 1-888-482-8057, M–F 8 a.m.–11 p.m., ET, Saturday 8 a.m.–3 p.m. ET, closed on Sunday.

### Contact us!
You can send comments or questions to us with the click of a mouse. Look for the “Contact Us” icon on the top right toolbar.

### Aetna Support Center
**Doing business with Aetna**
Aetna Benefits Products — an easy-to-use guide that provides basic Aetna benefits product information, including:
- PCP selection and referral requirements
- Precertification instructions
- Laboratory and radiology services

**Health Care Professional Toolkit** — your guide to working with Aetna. This reference guide acts as our provider manual. Local information that pertains to your practice, as well as Member Rights and Responsibilities, are included in the Toolkit. This is a valuable resource, especially if you are new to working with Aetna.

### Pharmacy
Includes formulary information, Pharmacy Clinical Policy Bulletins and pharmacy forms.

### Clinical Resources
Aetna Health Connections – Disease Management Programs — provide educational materials and, in some cases, individualized case management for members with chronic health conditions. The programs focus on health education and behavior modification for modifiable risks.

Women’s Health Programs and Policies — the Women’s Health Programs and Policies Manual provides detailed information about Aetna’s gynecologic and obstetric programs and policies. It includes information on our maternity program, infertility program, Obstetric Ultrasound Enhancement Program and Non-Stress Test Enhancement Program, as well as on other topics of interest to participating obstetricians and gynecologists or PCPs.

### Communications
Keep up with current events. Come here to review current/past issues of our *Aetna OfficeLink Updates™* newsletter and view recent mailings to your area.
Getting started with Aetna…

A guided orientation

This interactive orientation will familiarize you with our secure provider website via NaviNet and show you where you can locate information you’ll need to make doing business with us easier during your first 30-60 days of participation and beyond.

To find our orientation, follow these steps:

1. Log on to AetnaEducation.com or from the Aetna Plan Central page via NaviNet click on the Education button on the left navigation bar.

2. From the top tool bar, click on “Office Staff Courses” then select “View” next to the Orientation description. Click on “Select” for the Getting started with Aetna… A guided orientation course.

3. Click on “Begin” to launch the course.

Update Provider Profiles

Submit updates and changes to your profile, including address, affiliations, National Provider Identifier (NPI) for you or your practice or facility, and demographics.

Use National Provider Identifiers (NPIs) to identify all health care providers in electronic transactions such as claims, eligibility, claim status inquiry, precertification and referral transactions. For more information about NPIs and their use in electronic transactions, go to www.aetna.com.

Webinars

We offer several free, live, monthly webinar sessions for our new and existing providers and facilities to learn how doing business with us can be easier than ever. Webinar details and registration links can be found on the Calendar of Events on our Education Site.

www.AetnaEducation.com

The Education site is your single source for administrative and clinical learning opportunities. Visit us and discover:

- Office administration courses
- Continuing medical education (CME) courses
- Live and recorded webinar events
- Podcasts
- Downloadable and printable Reference Tools

Aetna Announcements

This area of our website is used to communicate time-sensitive information that may affect how you do business with us.

Resources

For your convenience, a list of the most commonly used tools and resources is available for quick access upon logging in to the secure site.

Clinical Resources

Clinical Decision Support Tools

To get access to Care Considerations, please consult with your Security Officer. Clinical decision support tools offer unique opportunities for physicians and clinicians to enhance patient care coordination and improve outcomes.

- Care Considerations (CC) are clinical alerts that identify potential wellness opportunities or safety risks.
- Personal Health Records (PHR) offer a comprehensive view of a patient’s health care treatment and health history.

Tools and Transactions

Claims

- Claims submission (including Aetna secondary claims)
- Claims status
- Claim status report

Payment Estimator

Enables you to request estimates for patients on or prior to date of service

- Get reliable estimates of patient copayments, coinsurance, and deductibles.
- Access printable information to help you initiate financial discussions with patients prior to, or at time of care.
- Reduce, and potentially eliminate after-the-fact financial surprises for you and your patients.

Account Management Tools

- Claim history report
- Multiple claim reconsideration
- Claim reconsideration

Claim EOB Tool

This tool allows providers and office staff to access Claim Explanation of Benefits (EOBs) statements online within 24 hours of claim processing. You may also utilize this tool for claim reconsiderations.

Claims and Payment Policy Tools

Step 1 — Clinical and Payment Policy Code Lookup

Use this tool to determine if a code being billed has limited or no coverage.

Step 2 — Code Editing Tool

Use this tool to determine how coding combinations may be processed. (Please turn off pop-up blocker as you are directed to another website)

Step 3 — Policy Information

Use the policy-related links if you are searching for general information on a topic, or if you do not have a specific procedure code.
Electronic Communications
Want to receive communications electronically? Sign up today at https://aetna.providerpreference.com and begin receiving important communications by e-mail. You’ll receive an e-mail notice when communications are ready to view online.

> Clinical Policy Bulletin
The Clinical Policy Bulletin is used as a tool in conjunction with the member’s specific benefits plan and after consultation with the treating physician.

> Payment and Coding Policies —
Refer to this section to determine Aetna’s standard payment and coding policies related to specific codes and/or services.

Fee Schedules
Most directly contracted physicians (MD/DO) can access their negotiated rates for CPT and HCPCS codes.

Claims Submission Tips
- To manage accounts receivable successfully, review Vendor Rejection Reports from vendor.
- Rejected claims should be corrected and resubmitted electronically through vendor.
- Ensure member/patient ID and name are correct.
- Ensure CPT and ICD-9 codes are valid.

Eligibility and Benefits Inquiry
Submit eligibility and benefits inquiries to obtain member plan details. Transaction response fields include:
- Copay/deductible/coinsurance
- Exclusions/limitations
- Visits used and visits remaining
- Dollars remaining
- Lifetime maximum
- Referral requirements
*Fields may vary according to plan details.*

Eligibility and Benefits Inquiry Tips
Two of the more commonly used service type codes are:
- Code “30” is for general benefits and includes service types: 33 (Chiro), 48 (Hospital inpatient), 50 (Hospital outpatient), 86 (Emergency services) and 98 (Professional physician and office services).
- Code “47” is for hospital benefits.

Referrals
- Access to add and inquiry.
- DocFind®, our online provider directory.
- Taxonomy codes — referring physicians have the option to refer electronically using the specialist’s NPI or the taxonomy code for the specialty.
- Automatic studies by specialty — services performed in the specialist’s office when patients are seen for visits and evaluations as a result of our direct-access programs or when authorized by a referral from their primary care physician.

Referral Tips
- If a plan requires a referral, one should be issued for all specialist visits, including visits in a hospital clinic. Referrals may be authorized for consultation and treatment using CPT 99499.
- Referrals are valid for one year, and the first visit must be used within 90 days.
- Non-routine eye services require a referral.
- Diagnosis is not required.
- Direct access: Referrals are not required to access routine eye and ob/gyn services.

Please refer to the Health Care Professional Toolkit for additional direct access specialties in your area.
- A referral is not a substitute for a service that requires precertification.

Precertification
- Add and inquiry
- DocFind
- Option to create a list of favorites/facilities

Precertification Tips
Aetna’s new online tools are now available:
- Precertification Code Search Tool can help your office quickly determine whether a medical precert is required for your patients. This is available within the precertification transaction.
- Electronic Precertification Help Document.

EFT Notification Email
Sign up to receive an email from Aetna when claim payments have been sent to your bank.

ERA — Electronic Remittance Advice
Sign up to receive ERA through our secure website or your vendor or clearinghouse. Providers billing with multiple NPIs will receive separate payments for each NPI, unless they notify us they want to receive claims grouped into payments based on tax ID and billing address.
### Provider Service Center

HMO-based plans and all Medicare Advantage plans:
1-800-624-0756

Indemnity and PPO-based plans:
1-888-MD AETNA (632-3862)

By calling our two provider-dedicated numbers, you can reach **Aetna Voice Advantage**®, our interactive telephone system available to you 24 hours a day, 7 days a week.

---

## AETNA TOLL-FREE NUMBERS AND ADDITIONAL INFORMATION

<table>
<thead>
<tr>
<th>Special Programs/Networks</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Voluntary Plans and Limited Benefits Insurance Plan (formerly Aetna Affordable Health Choice)</td>
<td>1-888-772-9682</td>
</tr>
<tr>
<td>Aetna Student Health</td>
<td>Refer to member ID card</td>
</tr>
<tr>
<td>Aetna Signature Administrators®</td>
<td>Refer to member ID card</td>
</tr>
<tr>
<td>Aetna Workers’ Comp Access®</td>
<td>1-800-238-6288</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Aetna Health Connections®</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disease management programs</td>
<td>1-866-269-4500</td>
</tr>
<tr>
<td>Beginning Right® Maternity Program</td>
<td>1-800-272-3531</td>
</tr>
<tr>
<td>(Including: genetic testing, antenatal testing, perinatal consultation and counseling)</td>
<td></td>
</tr>
<tr>
<td>BRCA Genetic Testing Program</td>
<td>1-877-794-8720</td>
</tr>
<tr>
<td>Infertility Program (requests received after 4 p.m. ET will be evaluated the next business day)</td>
<td>1-800-575-5999</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Precertification</td>
<td>1-800-414-2386</td>
</tr>
<tr>
<td>Aetna Specialty Pharmacy®</td>
<td>1-866-782-2779</td>
</tr>
<tr>
<td>(for ordering self-injectable medications)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>National Medical Excellence Program®</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Aetna’s transplant program)</td>
<td>1-877-212-8811</td>
</tr>
</tbody>
</table>

| Mental Health, Substance Abuse | Refer to member ID card for Behavioral Health number |
| Provider Services | |

---

## Credentialing

To start the credentialing process with Aetna, go to [www.aetna.com](http://www.aetna.com), click on “Health Care Professionals” then select “Join the Network” to complete and submit an application request.

To check the status of an initial or recredentialing application call the Credentialing Customer Service Department at 1-800-353-1232.

Once you have contacted Aetna, you can contact the Council for Affordable Quality Healthcare (CAQH) at: 1-888-599-1771 or email CAQH at info@caqh.org.

---

### Aetna Voice Advantage

There is never a need to wait for a customer service representative with these easy-to-use self-service options:

- Check status of a claim
- Verify patient coverage and benefits information
- Receive faxed copies of a claim’s status and/or coverage and benefits
- Medical precertification information
- Obtain important Aetna contact information

You will want to have your tax ID number, the Aetna member’s ID number and the patient’s birth date ready when you call.

You also have an option to speak with a service professional during regular business hours.
If your practice management or hospital information system requires a claims address for submission of electronic claims, or if your office does not have electronic capabilities, please refer to the table below for the claims address for your state.

### Medical Provider Location (State)

<table>
<thead>
<tr>
<th>State</th>
<th>Claims Mailing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL, AK, AR, AZ, CA, FL, GA, HI, ID, LA MS, NC, NM, NV, OR, SC, TN, UT, WA</td>
<td>Aetna P.O. Box 14079 Lexington, KY 40512-4079</td>
</tr>
<tr>
<td>CO, CT, DC, DE, IA, IL, IN, KS, KY, MA, MD, ME, MI, MN, MO, MT, ND, NE, NH, NJ, NY, OH, OK, PA, RI, SD, TX, VA, VT, WI, WV, WY</td>
<td>Aetna P.O. Box 981106 El Paso, TX 79998-1106</td>
</tr>
</tbody>
</table>

For all Medicare and Aetna Student Health plans, use the El Paso, TX claims mailing address.

**Electronic Claim Submission Options**
Submit all claims electronically for your patients, regardless of benefits plan.

- **If you are already using a vendor, add Aetna to your list of payers.** (Our Payer ID is 60054.)
- **To view a list of our participating claims vendors,** visit [www.aetna.com](http://www.aetna.com). Choose the “Health Care Professionals” tab, then “Claims and Administration.”
- **Send professional claims free of charge** from our secure provider website via NaviNet®.
- **For the technically savvy,** you can submit professional and institutional claims free of charge via our direct connect website [www.aetnaedi.com](http://www.aetnaedi.com).

We typically do not need attachment. If we do, we’ll let you know what we need and how to send it to us.
In addition to national information, we are providing you with key information and contacts specific to your local area.
SPECIAL PROGRAMS, Cont.

High-Tech Radiology
Precertification will be required for elective high-tech outpatient radiology services: CT, MRI/MRA, Nuclear Cardiology and PET Scans

Sleep Studies
Preauthorization will be required for sleep studies performed in the home, a free standing sleep diagnostic facility and a hospital. Preauthorization will be required for the following codes: 95805, 95807, 95808, 95810, 95811, G0398 and G0399

Cardiac Imaging
Radiation/Oncology
Preauthorization will be required for non-emergent stress echocardiography and diagnostic left and right heart catheterization

Outpatient Physical Therapy and Occupational Therapy
Preauthorization will be required for the following codes: 95806, 95807, 95808, 95810, 95811, G0398 and G0399

Chiropractic Care

For Metro New York and Northern New Jersey
CareCore National
Precert and Customer Service
Phone: 1-888-622-7329 (Metro NY)
Phone: 1-888-647-5940 (Northern NJ)
Fax: 845-298-1490
www.carecorenational.com

For Connecticut, Metro New York and Northern New Jersey
Orthonet – Phone: 1-800-771-3205

For Metro New York and Upstate NY
HMO Counties
American Chiropractic Network/
OptumHealth™
Phone: 1-800-873-4575

For New Jersey
Triad Healthcare NJ IPA Inc.
Phone: 1-800-409-9081 for HMO-based benefit plans (including Medicare). Submit care plans and claims for services provided to our HMO-based members directly to Triad.

For Delaware and Pennsylvania
American Specialty Health (ASH)
Phone: 1-800-972-4226
Note: PCPs should submit referrals to ASH electronically. PCPs can consult DocFind for a list of participating ASH chiropractors. Indicate ASH provider ID 7648775 on referral, do not use taxonomy code. Indicate one visit on the referral using Consult & Treat (code 99499)

You can download a copy of the Aetna at a Glance under the reference tool section of our Education Site, available through www.AetnaEducation.com.

Fee Schedules: If you are contracted with Aetna through an IPA, please direct fee schedule questions back to your IPA.

New Jersey Appeal Process: Please contact our Provider Service Center.
For HMO-based plans: 1-800-624-0756 or for Indemnity/PPO based plans: 1-888-632-3862.

‡ Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc., Aetna Health of Illinois Inc., Aetna Life Insurance Company, Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna Health Administrators, LLC, Cofinity, and Strategic Resource Company. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC. (Aetna)