

# A

**Aetna Fax Number: 859-455-8650**

- How to verify benefits, eligibility, and claim status  
Via phone: **Aetna Provider Service Center: 888-632-3862**  
**Aetna Medicare Provider Service Center: 800-624-0756**  
Via web: Secure Provider Portal (Availity) <https://apps.availity.com/availity/web/public.elegant.login>
- How to verify if a new Dr. is loaded to system: Visit [www.aetna.com](http://www.aetna.com); top right under Explore Aetna Sites select "Providers", down under General select "Provider referral directory". If physician and location is listed it has been loaded to the system, or you can call Aetna Credentialing to inquire: **800-353-1232**
- Claims: EDI Payer ID 60054, for paper submissions send to:  
P.O. Box 981106  
El Paso, TX 79998-1106
- Precertification/Preauthorization details and process:
  - Precert/Preauth phone #: 1-888-632-3862  
It is recommended to submit E.Precerts online via Availity secure provider portal, at least 2 weeks in advance.
  - High-tech imaging (MRIs, CTs, PET), diagnostic cardiac, cardiac implantable devices, sleep management, interventional pain, and Radiation therapy PreCerts are handled by eviCore:
    - Phone: 1-888-622-7329
    - Website: [www.eviCore.com](http://www.eviCore.com)
- All Appeals REQUIRE all necessary supporting documents (if mail/fax Appeal Form MUST be included).
  - Can submit electronically via Availity (if electronic no appeal form required)
    - Find claim first in claim status, then click Dispute Claim to add to your worklist (initiated status). Then you must go into appeals and complete dispute (if appeal is option then attach documents here, make sure to include copy of appeal form).
    - Note when view after "Initiated" in worklist will show if a Reconsideration or Appeal level, IF labeled appeal important to attach all necessary documents before submit, recon decision comes as new EOB, appeal response still mailed to address on letter/form.

### Send Medicare Appeals to:

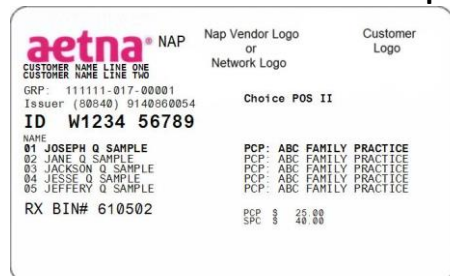
Medicare Provider Appeals  
PO Box 14835  
Lexington, KY 40512  
or Fax: 1-860-900-7995

### Send Commercial Appeals to:

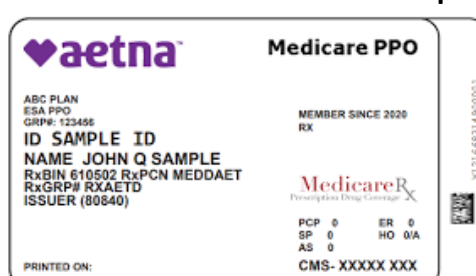
Provider Resolution Team  
PO Box 14020  
Lexington, KY 40512  
or Fax: 859-455-8650

*For full details on appeals process or copy of appeal forms please visit [Aetna.com](http://Aetna.com) / providers / Dispute & Appeals Overview.*

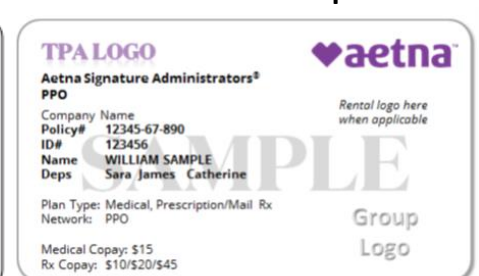
### **Aetna Commercial ID Card Example**



### **Aetna Medicare ID Card Example**



### **ASA ID Card Example**



# A

## Summary Overview of Aetna Plans:

- Lakeland Care logo should be on ID card along with the Aetna Logo for all members that live in Berrien & Cass counties. Aetna members outside of these counties will not have the LCN logo but are still in network, indicated by the Aetna Logo.
- Participation applies to all plans except NAP only Plans. If 'NAP' is the only plan type indicator on the front of the ID card, then Lakeland would not be par.
- If the ID card has NAP along with another plan type (PPO, Choice POS II, Select, etc) then you are par as the additional plan indicator overrides NAP.
- ASA, ASH (Student Health) and Meritain are also in network as an Aetna affiliate indicated by Aetna logo on ID Card. All claims, eligibility, precert, and everything go directly to payer contact info on ID Card.

## The Provider Service Center helps with benefits, claims and many other questions, important Phone/Fax #'s:

Medicare medical and dental plans - [1-800-624-0756](tel:1-800-624-0756)  
Commercial plans - 1-888-MD AETNA ([1-888-632-3862](tel:1-888-632-3862))

Medicare Appeals Fax: 860-900-7995  
Aetna Fax Number: 859-455-8650  
Aetna Fax for UM & Inpatient concurrent review: 1-833-596-0339

Dental for non-Medicare plans - [1-800-451-7715](tel:1-800-451-7715)

Voluntary plans - [1-888-772-9682](tel:1-888-772-9682)

ASA and Meritain Health®- use phone number on member's ID card

### **Precertification**

Medicare plan precertification - [1-800-624-0756](tel:1-800-624-0756)

Commercial plan precertification - 1-888-MD AETNA ([1-888-632-3862](tel:1-888-632-3862))

Specialty precertification (injectable drugs) for Medicare plans – [1-866-503-0857](tel:1-866-503-0857)

Specialty precertification (injectable drugs) for non-Medicare plans – [1-866-752-7021](tel:1-866-752-7021)

Pharmacy precertification (oral drugs) for Medicare plans – [1-800-414-2386](tel:1-800-414-2386)

Pharmacy precertification (oral drugs) for non-Medicare plans – [1-855-240-0535](tel:1-855-240-0535)

BRCA genetic testing (precertification and information) - [1-877-794-8720](tel:1-877-794-8720)

National Medical Excellence (transplant related care and cellular therapy services)– [1-877-212-8811](tel:1-877-212-8811)

Participating providers can find more precertification phone numbers in [Participating provider precertification list for Aetna \(PDF\)](#).

### **Special programs and other phone numbers**

Availity® help - registration questions, help with user name/password - [1-800-282-4548](tel:1-800-282-4548)

Disease management programs - [1-866-269-4500](tel:1-866-269-4500)

Infertility program - [1-800-575-5999](tel:1-800-575-5999)

Maternity program - [1-800-272-3531](tel:1-800-272-3531)

Pharmacy management - [1-800-238-6279](tel:1-800-238-6279)

Specialty pharmacy - [1-866-782-2779](tel:1-866-782-2779)

Transplant program - [1-877-212-8811](tel:1-877-212-8811)