



# Aetna Signature Administrators<sup>®</sup> solution

## Better serving our members

With the Aetna Signature Administrators solution, we can extend our services to more plan sponsors with preferred provider organization (PPO) plans. We've established relationships with a limited number of payers, which include leading third-party administrators and carriers. These payers meet our standard requirements and agree to follow our policies and procedures.

Since the Aetna Signature Administrators solution is another way we offer our PPO product, we share responsibility with the payer for servicing members.

### Our responsibility

- Provide stop loss insurance coverage
- Handle claims pricing
- Direct contract with self-funded plan sponsors
- Arrange network access services and management
- Resolve provider contract issues
- Offer case management and medical management options

### Payer's responsibility

- Handle claims processing and adjudication
- Provide customer service
- Design plans with different benefits
- Give incentives for patients to seek in-network care
- Manage precertification and appeals using our standards and approved criteria

# Be in the know

## Payer information

Payer	Payer website	Payer ID
Allied Benefit Systems	<b>AlliedBenefit.com</b>	37308
AmeriBen	<b>AmeriBen.com</b>	75137
Auxiant	<b>Auxiant.com</b>	62777
Boon-Chapman	<b>BoonChapman.com</b>	74238
Chesterfield Resources, Inc. (administrator for The Salvation Army)	<b>ChesterfieldResources.com</b>	34154
Christian Brothers Services (made available by Allied Benefit Systems)	<b>CBServices.org</b>	38308
Colonial Medical Insurance Company	<b>CGIGroup.com</b>	See member ID card
Continental Benefits	<b>ContinentalBenefits.com</b>	35245
Employee Benefit Management Services (EBMS)	<b>EBMS.com</b>	See member ID card
Government Employees Health Association (GEHA)	<b>GEHA.com</b>	See member ID card
Health First	<b>HF.org</b>	95019
HealthComp	<b>HealthComp.com</b>	See member ID card
HealthSCOPE Benefits	<b>HealthSCOPEBenefits.com</b>	71063
HealthSmart® Benefit Solutions, Inc.	<b>HealthSmart.com</b>	See member ID card
INDECS	<b>INDECScorp.com</b>	40585
Indiana University Health Plans (also known as IU Health Plans)	<b>IUHealthPlans.org</b>	IUHPLNS
Lucent Health (including Cypress Benefit Administrators)	<b>LucentHealth.com/Cypress CypressBenefit.com</b>	88056
National General Benefits Solutions (administered by Allied Benefit Systems)	<b>NGBSSelfFunded.com</b>	75068
Nippon Life Benefits® (NLIA)	<b>NipponLifeBenefits.com</b>	81264
1199SEIU Funds	<b>1199SEIUBenefits.org</b>	13162
Piedmont Community Health Plan (made available by S&S HealthCare)	<b>PCHP.net</b>	31441
PreferredOne® Administrative Services, Inc.	<b>PreferredOne.com</b>	See member ID card
S&S Healthcare	<b>SS-HealthCare.com</b>	31441
Trustmark Health Benefits (formerly CoreSource) Trustmark Small Business Benefits (formerly Starmark)	<b>TrustmarkBenefits.com</b>	See member ID card
WebTPA	<b>WebTPA.com</b>	75261
WellSpan Population Health Services	<b>WellSpan.org</b>	See member ID card

# A better way

## How to get things done easily

### Contracts

Questions? Since the Aetna Signature Administrators solution is a distribution model for our PPO product, refer directly to your PPO product contract.

### Medical management

Contact the payer for routine medical management.

In some cases, Aetna-owned subsidiaries (such as ActiveHealth® and American Health Holding, Inc.) perform utilization and case management.

You can find the patient management phone numbers on the member's ID card.

### Claims

The payer handles all claims processing. Please send all claims electronically to the payer ID listed on the member's ID card. Or send paper claims to the address listed on the ID card. Please don't send claims to us.\*

### Claims questions and rework

Please direct all Aetna Signature Administrators claims questions to the appropriate payer on the member's ID card. The payer will process the claims and will contact us, if needed.

### Confirm member eligibility

Check the payer's member ID card for phone numbers to confirm eligibility.

### Recognize an Aetna Signature Administrators member

Look for these key identifiers on the ID card:

- The payer logo
- The Aetna® logo
- A reference to Aetna Signature Administrators
- This statement: "Aetna participating doctors and hospitals are independent providers and are neither agents nor employees of Aetna."

**Note:** There may be additional logos when the member lives in a rental network area or a rural network area.

\*The single exception to this occurs when an Aetna Signature Administrators member accesses an in-network Institute of Excellence™ facility for a transplant. Under this scenario, the facility will continue their use of — and submit claims to — the Special Case Customer Service Unit.

**Aetna Signature Administrators is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates.**