

For your doctor

How to accept the Aetna Medicare Advantage plan as an out-of-network provider

Aetna will reimburse at standard Medicare rates

The Aetna plan is a customized group Medicare Advantage PPO ESA plan.

Our Medicare Advantage PPO ESA members can get covered medical services from either in-network or out-of-network providers. If you're a provider who is in our network, there is nothing further for you to verify. For out-of-network providers, services will be covered if you're:

- Eligible to receive payment from Medicare
- Willing to accept the plan

Aetna's Medicare Advantage PPO ESA plans provide all the benefits of Original Medicare — and more. Benefits include programs to manage health conditions and coverage for certain preventive services.

Other key features include:

- One bill and one payment
- No referrals
- Precertification recommended, but not required

Reimbursement and claims processing information

Out-of-network providers may:

- Collect the member's cost share for covered expenses
- Submit claims for covered services for payment
- Submit the patient-paid amount on claims

We'll process claims using:

- Original Medicare billing rules
- Medicare fee schedule
- Prospective payment system requirements

Medicare-limiting charges apply. We use the Correct Coding Initiative (CCI) for bundling/unbundling logic. The link to CCI on the CMS website is

www.cms.gov/nationalcorrectcodinitd.

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You can get helpful information any time

We offer several self-service solutions. These can make your office tasks easier and speed up the service we give you.

- For information on patient eligibility, benefits, claims and more, log in to our secure provider website at <https://connect.navinet.net>. From the "Workflow" menu, select "Aetna" from "My Health Plans."
- Call our automated voice response system anytime at the phone number below. You can:
 - Check claims status
 - Verify patient coverage
 - See benefits information
 - Ask us to fax copies of claim and eligibility functions, precertification and more

We're here to help

If you have questions after using the resources above, just call **1-800-624-0756**, Monday – Friday, 8 a.m. to 5 p.m. local time.

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