

For your doctor

How to accept the Aetna Medicare Advantage plan in 2018 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

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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/nationalcorrectcodinited**.

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.

Aetna 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 (Aetna).

