

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna®



Know where to go for eligibility, benefits and claims information

We want to help you quickly and easily get eligibility and benefits information or send claims for the different health insurance plans we offer.

Use this chart to learn more about each plan

You can see plans and associated payer IDs to look up eligibility and benefits information electronically. Where you can't inquire on eligibility and benefits electronically, simply click on the plan's associated website to learn how to get eligibility and benefits information for your patients in that plan.

Health plan name	Payer IDs for electronic eligibility inquiry and response	Payer IDs to send electronic claims	Vendor(s) I can use to send claims	Website
Aetna commercial health and Aetna Medicare plans	00002 AETNA	60054 (claims/encounters) 60055 (Bulk encounters — you must contact us before sending us bulk encounter files.)	See our complete list of participating vendors at www.aetna.com/provider/vendor .	www.aetna.com/health-care-professionals.html
Aetna Signature Administrators® plan	Call the number on the member's ID card to check eligibility and benefits.	For a list of payer IDs, view our flyer located on our website.	For a list of claims vendors, view our flyer located on our website.	Visit www.aetna.com/health-care-professionals/claims-payment-reimbursement.html , and then scroll to the Aetna Signature Administrators section.
Aetna Student HealthSM plan	00002 AETNA	60054	See our complete list of participating vendors at www.aetna.com/provider/vendor .	www.aetnastudenthealth.com
Aetna Voluntary	00002 AETNA	57604 60054	See our complete list of participating vendors at www.aetna.com/provider/vendor .	www.aetna.com/voluntary
Coventry	Go to https://access.emdeon.com/PayerLists . In the "Eligibility, Claims Status & Referrals" tab, enter "Coventry" in the "Payer Name" field.	For medical plans, use 25133. For MHNet, use 74289.	Change Healthcare — www.changehealthcare.com	www.coventryhealthcare.com
Dental	Use the payer IDs listed in the claims column.	60054 (commercial) 18014 (Medicare) 68246 (encounters)	Use one of these vendors: Change Healthcare — www.changehealthcare.com DentalXChange — www.dentalxchange.com Tesia Clearinghouse, LLC — www.tesia.com	www.aetnadental.com
Medicaid	Visit www.aetnabetterhealth.com . Select the appropriate state's plan to learn how to get this information.	Visit www.aetnabetterhealth.com . Select the appropriate state's plan for the correct payer ID.	Visit www.aetnabetterhealth.com for a list of vendors.	www.aetnabetterhealth.com
Senior Supplemental Insurance	Through Change Healthcare using payer ID AESSI — www.changehealthcare.com	None — see claims column.	Submit claims directly to Medicare. Medicare will automatically send us the claim as a secondary payer.	www.aetnaseniorproducts.com

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