Eligibility and Benefits Inquiry

Make your day-to-day interactions with us easier

Our eligibility and benefits inquiry transaction enables health care professionals to request patient eligibility status quickly through electronic interfaces. This secure transaction will make your daily interactions with us easier and more convenient.

The rest of the world operates in real time, so why shouldn’t your eligibility transactions?

Our RTE transaction:

- Is available 24 hours a day, 7 days a week for all Aetna benefits plans.
- Is available to participating and nonparticipating health care providers.
- Allows you to submit benefits inquiries for up to 27 months prior to the current date. (If you enter a future date, we’ll return benefits as of the current date.)

This data is available to you regardless of how you access Aetna member information, whether through our free, secure provider website, available through https://connect.navinet.net, or using a participating vendor/clearinghouse website.
Getting started is easy

Contact your software vendor/clearinghouse and verify it can submit a real-time eligibility transaction to Aetna. If it can, you’re on your way.

If not, visit www.aetna.com/provider/vendor.

Or, you can simply log in to our secure provider website and complete an eligibility and benefits inquiry online.

Here’s what our electronic RTE transaction offers you

The following benefits information will be returned on your eligibility inquiries:

• Member ID, group number, plan sponsor name and plan number/plan name
• Active coverage, original effective date of coverage or termination date
• Insurance type/product type
• Detailed financial information, including remaining amount, deductible, copayment and coinsurance for individual and family levels
• Lifetime maximum and remaining dollar amounts
• Annual maximum and remaining dollar amounts
• Aetna HealthFund® information
• Exclusions, plan limits and remaining amounts
• Coordination of Benefits (COB) information (when applicable)

Questions?

If you need more information or would like to contact us:

• Registered users, visit www.aetna.com/provider/ to view additional information or use the “Contact Us” icon at the top of the page.
• If you’re not currently registered on our secure site, don’t delay. Register today!