

# Quick reference guide for providers

## Aetna Individual plans — Delaware



### What you need to know

- Aetna Preferred Provider Organization (PPO) plans
  - No primary care physician (PCP) selection required
  - No referral requirements
- Aetna Health Network Only<sup>SM</sup> plans
  - No PCP selection required
  - No referral requirements
  - No out-of-network coverage, except for emergency services
- Digital member ID cards
- Fixed copayments for certain services

### How this affects your payments from us

- PCPs and specialists will receive fee-for-service payments for individual plan members.
- You don't need to take any specific action. You will be reimbursed based on your existing contract with us.
- Aetna Individual plan payments are not bundled with other Aetna payments.

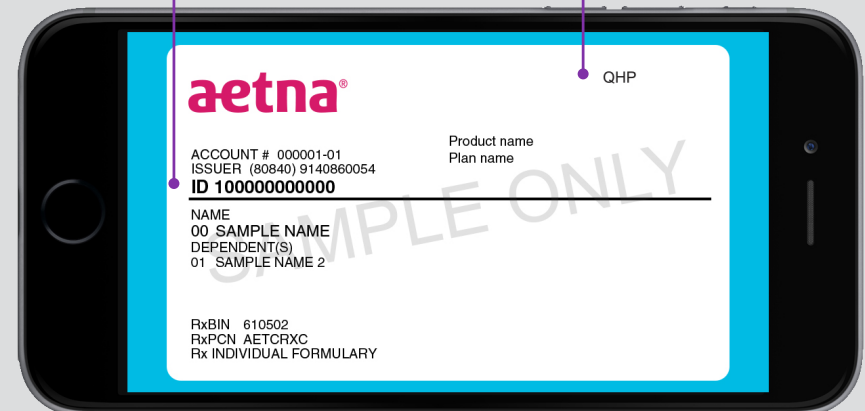
### How to recognize an Aetna Individual plan member

Aetna Individual plan members have digital member ID cards. They can view or print their digital member ID card from their computer or mobile device. A member may choose to provide you with a photocopy or a digital version of their ID card. They may not have a plastic ID card.

**You can verify eligibility, and view and print member ID cards, on our secure provider website.**

Look for the 12-digit numeric ID number beginning with "10."

A qualified health plan (QHP) is a health plan that is certified by the federal marketplace.



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### Delaware individual service area

All Delaware counties (Kent, New Castle, Sussex) are included in the service area for both PPO and Aetna Health Network Only plans.

### Delaware individual plans have reciprocity in the following counties in Maryland and Pennsylvania:

#### Maryland counties

Caroline, Cecil, Dorchester, Kent, Queen Anne's, Wicomico, Worcester

#### Pennsylvania counties

Chester, Delaware, Philadelphia

### How to search for an Aetna Individual plan provider

Visit our online provider directory to verify participation.

- Go to **www.aetna.com**. Select "Health Care Professionals," then select "Online Provider Directory" under "Helpful Links."
- Under "Search for," enter provider name or specialty and enter location (ZIP, city or state).
- Click "Search," then choose a "2017 Aetna Individual Plan," then select "DE – Aetna Individual plans" from the drop-down menu.

**Want to link to the directory online? Click [here](#).**

*Note: Aetna Individual plan members also have their own provider search on their secure member website.*

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### QUICK FACTS FOR ADMINISTERING AETNA INDIVIDUAL PLANS

#### PCP

PCP selection is encouraged, but not required.

#### Eligibility and benefits

Go to [www.aetna.com](http://www.aetna.com), select “Health Care Professionals,” then select “Log in/Register.”

Enter your user name and password to log in to NaviNet®, our secure provider website.

When submitting eligibility inquiries, you must use one of the following search options:

- Member name/date of birth
- Member ID/date of birth (using the patient’s 12-digit ID listed on the ID card)
- Member ID/member name (using the patient’s 12-digit ID listed on the ID card)

*Note: Click the ID card image on the left side of the “Eligibility Details” screen to view, print or save the patient’s digital member ID card. Security officer enablement is required if you don’t see the image.*

#### Referrals

Referrals are not required to see a specialist.

#### Precertification

Follow our precertification guidelines.

Visit our online **precertification information page** to view precertification lists and our code search tool. Visit [www.aetna.com](http://www.aetna.com) and select “Health Care Professionals,” then choose “Precertification” from the “Working with Us” menu.

#### Claims mailing address

##### Electronic claims submission

Submit electronic claims using electronic payer ID 60054.

##### Paper claims submission

Mail to: Aetna  
PO Box 981106  
El Paso, TX 79998-1106

#### Laboratory information

##### National preferred lab — Quest Diagnostics®

##### Other national participating labs

##### Other participating labs

Visit [www.questdiagnostics.com](http://www.questdiagnostics.com).

Visit [www.aetna.com/dse/cms/codeAssets/html/National\\_Lab\\_Listing.html](http://www.aetna.com/dse/cms/codeAssets/html/National_Lab_Listing.html).

Visit [www.aetna.com](http://www.aetna.com). Select “Health Care Professionals.” Under “Helpful Links,” choose “Online Provider Directory.”



For more information, contact our Provider Service Center at **1-888-MDAetna (1-888-632-3862)**.

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