What you need to know

- Aetna Preferred Provider Organization (PPO) plans
  - No primary care physician (PCP) selection required
  - No referral requirements
- Aetna Health Network OnlySM 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.
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.

• 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.
## QUICK FACTS FOR ADMINISTERING AETNA INDIVIDUAL PLANS

<table>
<thead>
<tr>
<th>PCP</th>
<th>PCP selection is encouraged, but not required.</th>
</tr>
</thead>
</table>
| 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](http://www.aetna.com) 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®**  
  Visit [www.questdiagnostics.com](http://www.questdiagnostics.com).  
  Other national participating labs  
  Other participating labs  