

# Quick reference guide for providers

## Aetna Leap<sup>SM</sup> plans — Virginia



### What you need to know

- Aetna health maintenance organization (HMO) plans
  - Primary care physician (PCP) selection required
  - Referrals required

*Note: For members enrolled in HMO-based Aetna Leap plans using the Bon Secours or Gateway Health networks, you must temporarily call us to verify member referrals. PCPs can still issue referrals electronically. We'll let you know as soon as we update our system in 2017.*

- Aetna Health Network Only<sup>SM</sup> plans
  - No PCP selection required
  - No referral requirements
- No out-of-network coverage, except for emergencies
- Smaller network of pharmacies — members may need to switch their pharmacy
- Fixed copayments for certain services
- No coinsurance

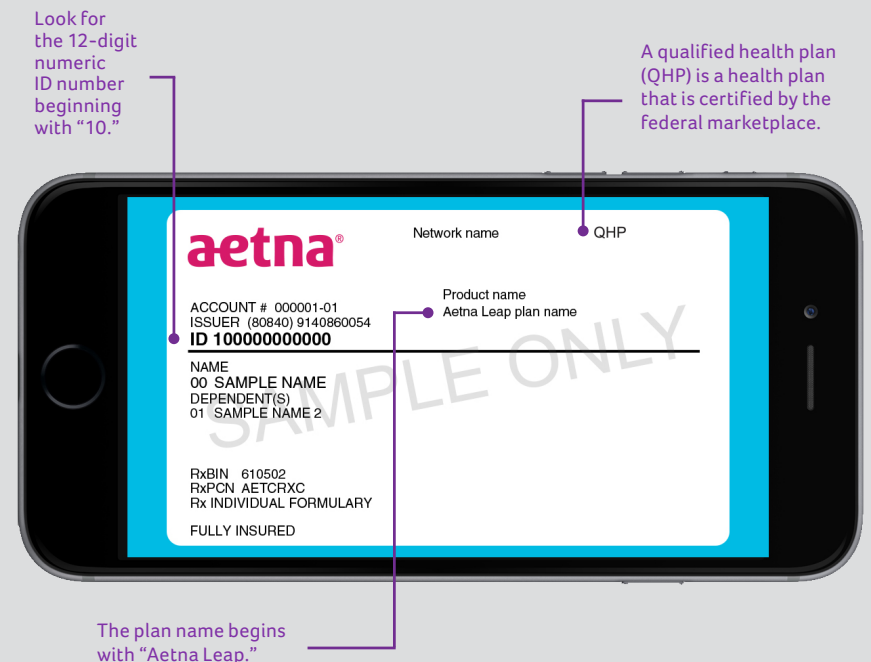
### How this affects your payments from us

- PCPs and specialists will receive fee-for-service payments for Aetna Leap members.
- You don't need to take any specific action. You'll be reimbursed based on your existing contract with us.
- Aetna Leap payments will be sent separately from other Aetna payments.

### How to recognize an Aetna Leap member

Aetna Leap 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 right from their smartphone. They may not have a plastic ID card.

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



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### Aetna Leap network options in Virginia

View the grid below to see where Aetna Leap plans are available. You're only considered in network if you participate in one of the networks in the counties listed below.

Aetna Leap plan members should seek care from providers within their specific network in order to save money. There's no reciprocity between these networks. Members have no out-of-network coverage except for coverage of emergency services.

Provider network*	Available in these counties	Product type	Out-of-network coverage**	PCP selection required	PCP referral required
<b>Bon Secours</b>	Amelia, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, Richmond City	HMO	No	Yes	Yes
<b>Aetna Leap Roanoke Valley</b>	Bland, Botetourt, Carroll, Craig, Floyd, Franklin, Galax City, Giles, Lexington City, Montgomery, Pulaski, Radford, Roanoke, Roanoke City, Salem, Tazewell, Wythe	Aetna Health Network Only	No	No	No
Gateway Health	Danville City, Henry, Martinsville City, Pittsylvania	HMO	No	Yes	Yes
COASTAL VIRGINIA Health PARTNERS	Essex, Gloucester, Hampton City, Isle of Wight, James City, King and Queen, Lancaster, Mathews, Middlesex, Newport News City, Northumberland, Poquoson City, Williamsburg City, York	Aetna Health Network Only	No	No	No
<b>UVA Academic and Sentara</b>	Albemarle, Augusta, Charlottesville City, Fluvanna, Greene, Nelson, Staunton City, Waynesboro City	Aetna Health Network Only	No	No	No

\*Networks may not be available in all ZIP codes and are subject to change.

\*\*Out-of-network benefits are not available, except in an emergency.

### How to search for an Aetna Leap 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 Leap plan/Aetna Individual Plan” from the “Select a Plan” drop-down menu.

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

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

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### QUICK FACTS FOR ADMINISTERING AETNA LEAP PLANS

<b>PCP</b>	Aetna Health Network Only plans: PCP selection is encouraged, but not required. Aetna HMO plans: PCP selection is required.	
<b>Eligibility and benefits</b>	Go to <a href="http://www.aetna.com">www.aetna.com</a> , 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: <ul style="list-style-type: none"> <li>• Member name/date of birth</li> <li>• Member ID/date of birth (using the patient’s 12-digit ID listed on the ID card)</li> <li>• Member ID/member name (using the patient’s 12-digit ID listed on the ID card)</li> </ul> <i>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.</i>	
<b>Referrals</b>	Aetna Health Network Only plans: Referrals are not required to see a specialist. Aetna HMO plans: Referrals are required to see a specialist.	
<b>Precertification</b>	Follow our precertification guidelines. Visit our online <b>precertification information page</b> to view precertification lists and our code search tool. Visit <a href="http://www.aetna.com">www.aetna.com</a> and select “Health Care Professionals,” then choose “Precertification” from the “Working with Us” menu.	
<b>Claims mailing address</b>	<b>Electronic claims submission</b> Submit electronic claims using electronic payer ID 60054.	<b>Paper claims submission</b> Mail to: Aetna PO Box 981106 El Paso, TX 79998-1106
<b>Laboratory information</b>	<b>National preferred lab — Quest Diagnostics®</b> <b>Other national participating labs</b> <b>Other participating labs</b>	Visit <a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a> . Visit <a href="http://www.aetna.com/dse/cms/codeAssets/html/National_Lab_Listing.html">www.aetna.com/dse/cms/codeAssets/html/National_Lab_Listing.html</a> . Visit <a href="http://www.aetna.com">www.aetna.com</a> . Select “Health Care Professionals.” Under “Helpful Links,” choose “Online Provider Directory.”
<b>Pharmacy</b>	The Aetna Leap pharmacy network doesn’t include all pharmacies. It includes national chains like CVS/pharmacy®, Target® and Rite Aid® — plus regional chains and independent local pharmacies. There is no coverage for using an out-of-network pharmacy. For example, Walgreens® is out of network. <i>Note: The use of the Aetna Rx Home Delivery® mail-order pharmacy isn’t mandatory, but it’s available to all of our members. It’s also convenient and can help them save money.</i> <i>If members use specialty drugs, they must use a specialty pharmacy that is part of our specialty pharmacy network.</i>	



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

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