

# Electronic real-time eligibility transaction

## Make your day-to-day interactions with us easier

Our electronic real-time eligibility (RTE) 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.

## 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 18 months prior to the current date. (Future-date processing is not available.)

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

This data is available to you regardless of how you access Aetna member information, whether through our secure provider website via NaviNet®, available through [www.aetna.com/provider](http://www.aetna.com/provider), or via 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](http://www.aetna.com/provider) to determine the solution that is right for you. To view the various electronic connectivity options, select:

- "Medical"
- "Service Solutions"
- "Electronic Connectivity"
- "Transaction Options"

Or, you can simply log in to our secure provider website and complete the real-time eligibility transaction online. From "Aetna Plan Central," select "Eligibility" and then "Eligibility and Benefits Inquiry" to begin.



## Here's what our electronic RTE transaction offers you

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

- Member ID (HMO member ID or customer member ID), group number, plan sponsor name, or plan number/plan name
- Active coverage, original effective date of coverage or termination date
- Insurance type/product type and plan name
- Detailed financial information, including 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, limitations and accumulation information
- Coordination of benefits (COB) information (when applicable)



**Do you still have questions?  
Need more information?**

Visit [www.aetna.com](http://www.aetna.com) and send us an e-mail by selecting the "Contact Us" link.

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