

Electronic precertification transactions reduce time-consuming manual processes

Tired of having to call in precertification requests and then wait for confirmation that the medical service has been precertified? Wish there was a faster, easier way to submit and inquire about these transactions?

Wait no longer. Added convenience, time savings and dollar savings can be yours, once you take advantage of our electronic precertification transactions and tools on our secure provider website via NaviNet[®], available through www.aetna.com.

Through our “Precert Add” transaction, we offer physicians and hospital staff a quick and easy way to request precertification via a secure electronic data interchange. What’s more, our “Precert Inquiry” transaction promptly confirms whether a valid precertification is present.

Our electronic precertification transactions:

- Are available 24 hours a day, Monday through Saturday.
 - > On Sunday, we reserve from 4 a.m. – 12 p.m. ET for routine maintenance. (Please note: These are Aetna’s hours of transaction availability; vendor availability may vary.)

- Are available for all Aetna benefits plans.
- Offer minimal wait time for initial responses (one minute or less).
- Send data securely.
- Allow you to search diagnosis codes by description.
- Offer you the option to create a personalized list of “favorite” providers/facilities that you normally include on your precertification requests.

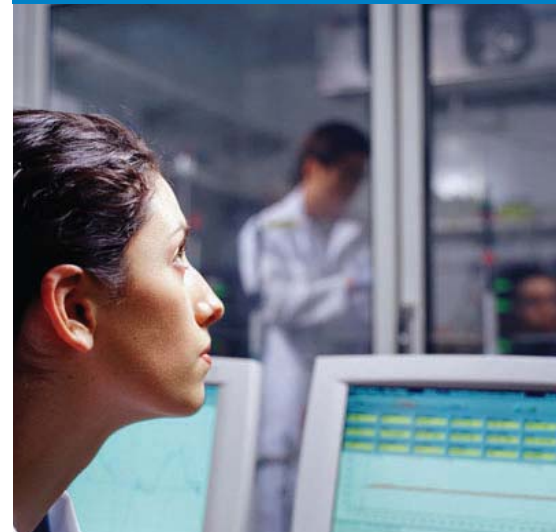
Getting started is easy

Contact your software vendor/clearinghouse and verify it can submit real-time precertification add and precertification inquiry transactions to Aetna. If it can, you’re on your way.

If not, visit 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”
- “Clearinghouse Options”

Added convenience, time savings and dollar savings can be yours.



Or, you can simply log in to our secure provider website and complete the “Precert Add” or “Precert Inquiry” transaction online. From “Aetna Plan Central,” select “Precertifications” and either “Precertification Submission” or “Precertification Inquiry” to begin.

From there, required data fields are identified to assist with completing the transaction. To ensure accuracy, you can review your information before you submit it.

Electronic precertification responses

Successful submissions

You receive a certification ID number for all successful precertification add transaction submissions (Certified in Total, or Pend for Medical Review). Use this number, which is stored in our database under the member's patient history, when completing an inquiry transaction.

Rejected submissions

A submission that rejects is given a unique tracking number. Use this number to access these specially designed tools that can help resolve your problem:

- Precertification Code Search Tool — Enter a valid five-digit CPT code here to know whether a medical procedure requires precertification.
- Electronic Precertification Help Document — Helps you obtain successful precertification for your pending requests.



Do you still have questions? Need more information?

Visit www.aetna.com and send us an e-mail by selecting the "Contact Us" link.

Need to know if a drug requires precert? Want to know more about our clinical criteria? Visit www.aetna.com. Select "Health Care Professionals" and "Medical." Then, select "Precertification List" under "Shortcuts."

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies (Aetna).