

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 free, secure provider website, available through www.aetna.com, 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 to determine the solution that is right for you. To view the various electronic connectivity options, select:

- "for Health Care Professionals"
- "Services and Tools"
- "Medical Resources"
- "Electronic Connectivity" under the "Transactions" subhead

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

We want you to know[®]



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)



Questions?

If you need more information or would like to contact us:

- Registered users, visit www.aetna.com/provider/ to view additional information or use the "Contact Us" icon at the top of the page.
- If you are not currently registered on our secure site, don't delay. **Register today!***

*Once registered, there is a 10-day waiting period before full access is granted for all materials and tools available on the site.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of companies. The Aetna companies that offer, underwrite or administer benefits coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc., Aetna Health of Illinois Inc., Aetna Life Insurance Company, Aetna Health Insurance Company of New York, Corporate Health Insurance Company, Aetna Health Management Inc. and Aetna Health Administrators, LLC.