



Aetna Affordable Health ChoicesSM – Billing Tips

In early 2005, Aetna acquired Strategic Resource Company (SRC). Since the acquisition, SRC's benefits arrangements are marketed under the Aetna brand, but the administration of benefits, such as claims processing, customer service, etc., continues to be handled by the staff of the SRC subsidiary. Consequently, the claims submission process for members with these benefits is different from other Aetna plans.

The following Q&A will help you to distinguish an Aetna Affordable Health Choices member and will guide you in effectively submitting charges for these members.

How Do I Know If I'm Billing For an Aetna Affordable Health Choices Member?

There are a couple of distinguishing features:

- At the top of the member's ID card, you will see the wording "Aetna Affordable Health Choices PPO" or "Aetna Affordable Health Choices."
- The Payer ID, located at the bottom of the member ID card, will read 57604-0028.

How Do I Submit an Electronic Claim For These Members?

If you currently submit your claims electronically, you may continue to do so. *However, please use **Payer ID 57604** for Aetna Affordable Health Choices members.*

Please note that *Aetna Affordable Health Choices* needs to be set up as a separate payer in your practice management system. Please use Payer ID 57604, along with the below address, to assure proper routing of claims for these members.

What is the Claim Office Address for Aetna Affordable Health Choices?

SRC
P. O. Box 23759
Columbia, SC 29224-3759