Aetna Signature Administrators® solution

Serving our members

Through the Aetna Signature Administrators® solution, we can extend our services to more plan sponsors who offer preferred provider organization (PPO) plans. We've partnered with a select group of trusted payers—including top **third-party administrators (TPA)** and **carriers**—who meet our high standards and are committed to following our policies and procedures.

Because the Aetna Signature Administrators solution is another way we offer our PPO network, we share responsibility with the payer for servicing members.

Payer/TPA's responsibility

- Handle provider calls related to claims payment
- Receive claims (electronically or paper) directly from providers
- Adjudicate claims, pay providers and issue EORs
- Answer provider calls related to adjudication and payment questions

Our responsibility

- Provide Aetna® network PPO services
- Apply Aetna contracted rates to claims
- Provide utilization and case management services
- Ensure the use of Aetna clinical and claim policies
- Oversee and monitor the performance of the payers/TPA according to Aetna standards
- Provide stop loss insurance/reinsurance coverage
- Secure direct contracts with self-funded plan sponsors

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aetna®

Be in the know

How to get things done easily

Recognize an Aetna Signature Administrators member

Look for these key identifiers on the ID card:

- The payer logo
- The Aetna® logo
- A reference to Aetna Signature Administrators

Note: There may be additional logos when the member lives in a rental network area or a rural network area.

Confirm member eligibility

Check the payer's member ID card for phone numbers and websites to confirm eligibility.

Verifying eligibility and benefits with Availity

When checking Availity, be sure to choose the administrator (payer/TPA logo on the ID card), not the network (Aetna). This approach will help you verify eligibility and benefits quickly and easily.

Contact the payer/TPA (not Aetna)

To **verify eligibility**, refer to the payer's member ID card for the appropriate phone numbers and website information.

All **claims** are processed by the payer. Send claims electronically to the payer ID listed on the member ID card. Or to the address listed on the ID card.

Customer Service from Medical Management to patient questions. Phone number and websites are listed on the member ID card.

Claims

The payer handles all claims processing. Please send all claims electronically to the payer ID listed on the member's ID card. Or send paper claims to the address listed on the ID card. Please don't send claims to us.*

Contracts

The Aetna Signature Administrators solution is a distribution model for our PPO network, refer directly to your Aetna commercial network contract.

Medical Management

All Medical management is performed subject to the Aetna precertification list and the Aetna clinical policy bulletins for medical necessity determinations.

You can find the patient management phone numbers on the member's ID card.

*The single exception to this occurs when an Aetna Signature Administrators member accesses an in-network Institutes of Excellence™ facility for a transplant. Under this scenario, the facility will continue their use of — and submit claims to — the Special Case Customer Service Unit.

Responsibilities at a glance

Functional responsibilities	Payer/TPA	Aetna Signature Administrators
Maintain eligibility and benefits	✓	
Produce ID cards	✓	
Receive claims	✓	
Reprice claims		✓
Adjudicate claims	✓	
Member services	✓	
Provider service (involve ASA if contractual)	✓	✓
Hold contract with employer group	✓	✓
Utilization and case management	✓	✓

Questions?
Direct network contracting questions to Aetna.

All other questions or concerns should be directed to the payer/TPA.

Payer/TPA information

Payer/TPA	Payer website	Payer ID
Allied Benefit Systems	**AlliedBenefit.com**	37308
Allied – Nationwide	**Nationwide.com**	75068
Allied - Christian Brothers Services	**CBServices.org**	37308
ASR Health Benefits (ASR)	**ASRHealthBenefits.com**	38265
Auxiant	**Auxiant.com**	See member ID card
Boon-Chapman	**BoonChapman.com**	74238
CG Insurance (Coralisle Group)	**CGcoralisle.com**	See member ID card
Community Care Plan	**CCPCares.org**	59064
Consociate Health	**ConsociateHealth.com**	37135
Detego Health	**DetegoHealth.com**	62599
EMI Health	**EMIHealth.com**	See member ID card
Employee Benefit Management Services (EBMS)	**EBMS.com**	See member ID card
Group Benefit Services (GBS)	**GBS-TPA.com**	80241
Gravie Administrative Services	**Gravie.com**	GRV01
Health Alliance Plan (HAP)	**HAP.org**	38224
HealthEZ	**HealthEZ.com**	41178
Kaiser Permanente of Washington (KPWA)	**KP.org/WA**	91051
Lucent Health	**LucentHealth.com**	See member ID card
Luminare Health	**LuminareHealth.com**	35182
Marpai Health	**MarpaiHealth.com**	35245
Moda Health	**ModaHealth.com**	13350
Mountain Health Co-op (administered by Wipro)	**MountainHealth.coop**	MHC01
Nippon Life Benefits® (NLIA)	**NipponLifeBenefits.com**	81264
PacificSource Health Plans	**PacificSource.com**	93029
Personify Health	**MyCareHC.com/Provider**	See member ID card
Point C Health	**PointCHEalth.com/TPA**	IHS29
Presbyterian Health Plan	**PHS.org**	See member ID card
Reflect Health (formerly S&S Healthcare) • Angle Health • Coastal Administrative Services (CAS)	**ReflectHealth.com** **AngleHealth.com** **CASBenefits.com**	31441
Security Health Plan	**SecurityHealth.org**	3522
SisCo Benefits	**SisCoBenefits.com**	44827
Trustmark Small Business Benefits	**TrustmarkBenefits.com/Small-Business-Benefits**	61425
University of Utah Health Plans (UUHP)	**UHealthPlan.Utah.edu**	See member ID card
WebTPA	**WebTPA.com**	75261
90 Degree Benefits	**90DegreeBenefits.com**	See member ID card

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