

# If only everything could be this simple.

Our two-step guide makes referrals easy.

## Health plan and ACO referrals

There are two types of referrals that you may need to make for your patients:

- Health plan referrals, which are the ones required by our health plans.
- Accountable care organization (ACO) referrals. These require that patients get a referral from their primary care physician (PCP) before seeing a specialist.

## First step? Verify your patient's eligibility.

### Our provider website

Log in at [aetna.com/provider](https://aetna.com/provider) to use the Eligibility and Benefits Inquiry to get member-specific plan details. Transaction response fields include, but are not limited to: status (active or terminated), copay, deductible and coinsurance, and referral requirement.

### Other participating vendor websites

You can also run eligibility and benefits transactions on other participating websites. Find a list at [aetna.com/provider/vendor](https://aetna.com/provider/vendor).

### Aetna Voice Advantage® interactive telephone system

Use it when you want to hear the coverage and benefits information, and/or have it faxed to you. Or get the same information through Aetna Voice Advantage as you can get online, including health plan referral requirements.

Just call one of the following numbers and follow the prompts:



For **HMO-based** plans and all **Medicare Advantage** plans, call **1-800-624-0756**.

For indemnity and **PPO-based** plans, call **1-888-MDAetna (1-888-632-3862)**:

- Identify yourself
- Identify your patient
- Select option "2" for coverage and benefits



# One step down. One more to go.

## Next, make a health plan referral

You can request an electronic referral in real time for any plan that requires one. If a plan requires a referral, the PCP can make it for all specialist visits. This includes hospital clinic visits.

Find our referral add and inquiry transactions on our provider website. Go to [aetna.com/provider](https://aetna.com/provider) to register or log in. Also, you may find these transactions on other participating websites at [aetna.com/provider/vendor](https://aetna.com/provider/vendor).

## Or make an ACO referral

Just because a health care provider participates with Aetna, it doesn't mean that they're part of the patient's ACO. Help your patients get the most from their benefits by referring them to providers within their ACO.

You can verify a specialist's ACO participation in our provider search tool. There's both a member and provider version. Go to [aetna.com](https://aetna.com). Select "Providers."

## Lastly, a few key points

- If we require a referral to a specialist, it's important to refer your patients to specialists and providers within their ACO.
- Even if we don't require a formal referral for your patient to see a specialist, refer your patients to specialists/providers within their ACO.
- Talk to your ACO patients about referral options. This way, they'll understand the impact of seeing specialists/providers outside their ACO.



And that's all. For more information or our provider search tool, just log in at our provider website at [aetna.com/provider](https://aetna.com/provider).

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