



Aetna Voice Advantage®

Coverage and benefits helpful hints

After each keypad entry, press # for faster service

What you need before you call: ✓NPI or Tax ID ✓Patient's Aetna ID number ✓Patient's date of birth

What numbers to call: 📞 HMO-based and Medicare Advantage plans: 1-800-624-0756

📞 All other plans: 1-888-MD Aetna (1-888-632-3862)

Typical Coverage and Benefits Call Flow	
Step	Action
Dial toll-free number	See above listing for toll-free numbers.
Identify yourself	Speak or enter your National Provider Identifier (NPI), Tax ID number (TIN), PIN or PVN.
Menu option selections	Select coverage and benefits. (Say "coverage and benefits" or press #2.)
Choose how you want to receive the information	It's your choice! You can hear it, hear it and have it faxed to you, or just have it faxed. If you choose the fax option, have your 10-digit fax number ready.
Member identification ¹	Numeric IDs or numeric IDs preceded by "W" can be entered on the keypad (please do not enter the "W"). Alpha-numeric and alpha IDs must be spoken. Please speak each letter and/or number individually.
Patient's date of birth	Enter or speak the date of birth. You can enter it as MM/DD/YY or MM/DD/YYYY.
Patient's name	Confirm name presented. (Press 1 for yes, press 2 for no, or say "yes" or "no.")
Benefits summary	Summary information provided, including plan type, effective dates, referral requirements, group number, reference number, etc.
Benefits details	You can speak the service type, enter the ANSI code or listen to the list of service types. Details include copays, deductibles, coinsurance, visits allowed and remaining, etc.
Complete call	Follow prompts to end call or to make other selections.

ANSI Code	Service Type
84	Abortion
57	Air transportation
79	Allergy testing
59	Ambulance
13	Ambulatory surgical center
97	Anesthesiologist
10	Blood charges
78	Chemotherapy
34	Chiropractic office visit
5	Diagnostic lab
73	Diagnostic medical
4	Diagnostic x-ray
76	Dialysis
12	Durable medical equipment
86	Emergency room
82	Family planning
AM	Frames
44	Home health care
45	Hospice
80	Immunizations
61	In vitro fertilization
83	Infertility
48	Inpatient hospital
AB	Inpatient rehabilitation (does not apply to mental health)
AO	Lenses
69	Maternity
62	MRI/CAT scan
65	Newborn care
AD	Occupational therapy
98	Office visit sick
50	Outpatient hospital
AC	Outpatient rehabilitation (does not apply to mental health)
66	Pathology
AE	Physical therapy
99	Physician inpatient visit
21	Physician nursing home visit
A2	Physician skilled nursing visit
94	Podiatry office visit
17	Pre-admission testing
74	Private duty nursing
75	Prosthetics
A7	Psychiatric – inpatient
A8	Psychiatric – outpatient
A6	Psychotherapy
6	Radiation therapy
AN	Routine eye exam
81	Routine physical
20	Second surgical opinion
AH	Skilled nursing care
3	Specialist office visit
AF	Speech therapy
2	Surgery
8	Surgical assistance
AL	Vision/optometry
68	Well-baby care

¹ Member identification – primary plan member ID (subscriber SSN) or Aetna ID (for example, "W" followed by 9 numbers or alpha-numeric or alpha).