

# A quick reference guide for using Aetna Voice Advantage®



## MAIN MENU — provider ID required

### Claims

Member ID required  
Caller can listen and/or have the information faxed.

#### Claim summary:

- Received date
- Status
- Submitted amount

**Callers will be asked if they want to hear claim details for completed claims.**

#### Claim details:

- Received date
- Submitted amount
- Processed date
- Allowable amount
- Total amount paid to provider (or member)
- In-network/out-of-network rate
- Amount not payable
- Aetna HealthFund® paid amount
- Flexible spending account paid to provider (or member)
- Health savings account paid to provider (or member)
- Copay
- Amount applied to deductible
- Coinsurance
- Total patient responsibility
- Check/electronic funds transfer (EFT) number and date
- Interest amount
- Clean claim date

### Coverage and benefits

Member ID required  
Caller can listen and/or have the information faxed.

#### Coverage summary:

- Plan type
- Plan sponsor name
- Plan level referral requirement
- Plan effective date
- Original effective date
- Group number
- Primary care physician (PCP) name
- Aetna HealthFund statement
- Termination date (if applicable)
- PCP name and address (if applicable)
- Independent practice association (IPA) name and address (if applicable)
- Coordination of Benefits (COB) information (if applicable)

**Callers can select “benefit details” and enter the type of service they are performing. Then, choose in- or out-of-network benefits.**

#### Benefit details:

- Copay (per day, per visit, per admission)
- Copay maximums
- Individual and family deductibles and remaining amounts
- Coinsurance rates
- Individual and family coinsurance limits and remaining amounts or out-of-pocket maximums and remaining amounts
- Annual plan maximums and remaining amounts
- Aetna HealthFund balance
- Visits allowed and remaining

### Precertification

Member ID required

#### Self-service answers the question, “Is precertification required?”

- Precert is not required (fax available)
- Precert is required
- Special handling

#### Special handling:

- Behavioral health/ substance abuse
- Special cases requiring individual handling
- Special programs:
  - Beginning Right® maternity program
  - National Medical Excellence Program®
  - Aetna Women’s Health<sup>SM</sup> program
  - Genetic testing
  - Infertility
- Exceptions to standard program

### Contact information

Member ID **not** required

- Claims mailing address
- Payer ID
- Secure provider website via NaviNet®
- Electronic transactions
- Fraud investigations

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).