

NEED INFORMATION FROM AETNA?

Use our [secure provider website](#) on NaviNet® to find the answers you need to do your job.



With NaviNet you can ...

- ✓ Look up:
 - Patient eligibility and benefits
 - Claims status
 - Claims payment policies
 - If referrals or precerts are on file
 - ✓ Ask us to reconsider a claim
 - ✓ Determine how we handle a single code or code combination
 - ✓ Update demographic information
 - ✓ Get primary capitation rosters
 - ✓ Run claims reports
 - ✓ Get copies of provider Explanation of Benefits
- ... and so much more

HOW TO GET STARTED

1 Sign up for NaviNet.
Then save this [site](#) to your Favorites and log in anytime.

2 Sign up for our free "NaviNet Basics" webinar.
And you'll be off and running in no time.

For information *not* on NaviNet?

USE THE AETNA WEBSITE

Here you can:

- ✓ Check coverage policies and see what services need precertification
- ✓ Find out how to appeal a claim
- ✓ Learn how to join the network
- ✓ Get credentialing information, and more

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).

NaviNet® is a registered trademark of NaviNet, Inc.

CONTACT US ONLINE

And use our [secure form](#) when you need to:

- ✓ Ask us a question that requires you to send protected health information
- ✓ Check on your credentialing or recredentialing status
- ✓ Ask about contracts and fee schedules