Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna®

Claim EOB tool

How to access and use the claim EOB tool

Accessing the claim EOB tool

The claim Explanation of Benefits (EOB) tool is available on our secure provider website on NaviNet®. The tool gives you access to EOBs available for taxpayer identification numbers (TINs). You can also view archived EOBs, back two years from the current date.

Your office will load the tax ID numbers, provider ID numbers and user transaction permissions into NaviNet. You can then access EOBs based on this data.

- If a TIN in your office is only associated with one service location, you'll have access to view all EOBs for that TIN only.
- If a TIN is associated with multiple locations, you'll need TIN level access to view EOBs for all locations.

Your NaviNet security officer must give you access so you can view EOBs from all TINs/locations. Your security officer can modify a user's access by enabling **View EOBs — All TINs/Locations** from administration then manage user permissions. Select **user name, edit access** and then **enable**. We update access by the next business day.

Aetna's secure provider website — everything you need all in one spot.

Existing users go to **https://connect.navinet.net**.

New users go to **https://connect.navinet.net/enroll**.

What you need to know about the EOB activity screen

The EOB activity screen shows dates of available EOBs. The screen shows activity within the last 45 calendar days. You'll see TINs that have available EOBs for each date.

We update EOB activity daily, except on Sunday. If we find new EOBs for your office during the most recent update, you'll see the **New EOBs Available** indicator at the end of the claim EOB tool item in the workflow menu.

You can print your activity listing using the **EOB activity print selection** screen. Your printout will show a list of all dates with EOB activity, plus the TIN numbers that have EOBs available on each date. You can also access a PDF (Portable Document Format) version and save it to your computer.

How to use EOB and claims search

The EOB and claims search options let you access EOBs from a list or by searching by claim, patient, payment or provider.

EOB list

The EOB list screen provides a daily list and summary of EOB statements for the previous business day. To search for a different day (archived for two rolling years) use the calendar search function on this page. You can access the EOB statement by clicking the "View EOB" link. You'll get a statement in Adobe Acrobat PDF format.

Search by claim

This function allows you to search by a specific claim or claims. You can enter up to five claim IDs per search.

Search by patient

This function allows you to search by patient. To search for a subscriber's claim:

- Select the TIN/PIN
- Choose the date of service range
- Enter the subscriber's member ID number

You can search for either subscriber or dependent claims by entering the patient's last name, first name and date of birth. You must spell the last name exactly as it appears in Aetna's claims system. You only need to enter the first three letters of the first name. Look at the patient's Aetna ID card for correct spelling and/or correct member ID number.

Search by payment

This function allows you to search by payment date or payment ID (check or EFT trace number). You can enter up to five checks or EFT trace numbers per search request. If the system does not find one or more requested checks or EFT trace numbers, the search results will only include available EOBs.

Search by provider

This function allows you to search at the servicing provider level by provider ID number (PIN). You'll see a drop-down menu with all the PINs associated to the TIN.

Please note — these criteria apply to all search options:

- Date of service range can't be more than 31 calendar days.
- To filter search results, choose payment type of **Checks** or **Electronic Funds Transfer (EFTs)**.
- To access the EOB statement in PDF format, select "View EOB" under the "Actions" column. If the claim is in process, the EOB statement won't be available. You'll see a grayed-out view EOB link until the claim finalized in the system. Select "**View Claim Details**" under the "**Actions**" column to view detail for that claim.

aetna®