



## We're improving our service model for you

We're enhancing our customer service model to give you better service. It's very important to us that you get what you need when you contact us. Beginning **July 13, 2015**, use the options noted below instead of calling your local network contact. These resources are easy to use *and* can save you time.

Since you may see Aetna and/or Coventry patients in your office, we want to make sure you have the right information to contact us to get what you need.

Aetna	Coventry
<b>First, visit us online</b>	
<p>At <a href="http://www.aetna.com">www.aetna.com</a> you can find:</p> <ul style="list-style-type: none"> <li>• Join the network</li> <li>• Precertification and clinical policy bulletins</li> <li>• ICD 10, 5010 and NPI information</li> <li>• Dispute and appeals process</li> <li>• Newsletters, education and manuals</li> </ul> <p><b>NaviNet</b> is our secure provider website. You can access it at <a href="http://www.aetna.com">www.aetna.com</a>. Select "Log In/Register" in the upper navigation. You can:</p> <ul style="list-style-type: none"> <li>• Get eligibility, benefits, referrals and claims information</li> <li>• Use our payment estimator and submit claims</li> <li>• View EFT and remittances</li> <li>• Update your registration, billing and user profile</li> </ul>	<p>At <a href="http://www.chciowa.com">www.chciowa.com</a> you can find:</p> <ul style="list-style-type: none"> <li>• Various reports, user guides and prescription tools</li> <li>• Forms and direct connectivity</li> <li>• News and information about benefit plans</li> </ul> <p><b>directprovider.com</b> is our secure provider website. Log in if you have an account or select "Register Now." You can:</p> <ul style="list-style-type: none"> <li>• Check eligibility, benefits and view member ID cards</li> <li>• Check claims history, receipt and adjudication</li> <li>• View EFT and remittances</li> <li>• Obtain authorization and/or referral requests</li> <li>• HIPAA-compliant business transactions</li> <li>• CPT codes and prior authorization information</li> </ul>
<b>Our automated phone system is always available</b>	
<p>Check if a procedure needs precertification, get a patient's copay or claims status. Call our automated system:</p> <ul style="list-style-type: none"> <li>• <b>1-800-624-0756</b> for HMO-based and Medicare Advantage plans.</li> <li>• <b>1-888-MDAetna (1-888-632-3862)</b> for all other plans.</li> </ul> <p>If you can't find what you need, our provider service center (PSC) staff can help.</p>	<p>Check if a procedure needs precertification, get a patient's copay or claims status. Call our automated system:</p> <ul style="list-style-type: none"> <li>• <b>1-800-288-3343</b> for commercial HMO and PPO plans.</li> <li>• <b>1-866-901-4692</b> for Medicare Advantage plans.</li> </ul> <p>If you can't find what you need, our provider service center (PSC) staff can help.</p>
<b>Our education sites</b>	
<p><a href="http://www.aetnaeducation.com">www.aetnaeducation.com</a></p> <p>A single source of learning opportunities providing:</p> <ul style="list-style-type: none"> <li>• No cost continuing medical education/continuing education courses (CME/CE)</li> <li>• Office staff courses and reference tools</li> <li>• Online, live and recorded events</li> </ul>	<p><a href="http://www.chciowa.com">www.chciowa.com</a> Click "Providers" on the home page for access to:</p> <ul style="list-style-type: none"> <li>• Prior authorization information</li> <li>• Credentialing and network participation details</li> <li>• Provider search and drug formulary</li> </ul>