

Aetna Questions & Answers

Do practices need to sign a new CCP agreement through Aetna?

Yes, providers need to sign a CPP amendment by going to go.aetna.com/joincpp by 5/31/24.

Is there another way to ask questions? (800 number unsatisfactory)?

Please try to get questions answered through the Aetna Provider Contact Center at 1-888-MD AETNA or 1-888-632-3862. If you they unable to help, you can email northcarolinanetwork@aetna.com.

How do we get to the policies – through Availity (hard to use)?

We offer webinars for providers, including a Working with Aetna on Availity® webinar. Sign up for webinars [here](#). In Availity, there is an Aetna payer space with news, policies and a code edit tool. You can also contact us through Availity.

Denials – who can help us at Aetna?

You can appeal through Availity or call the Provider Contact Center.

The NC State Health Plan has some specific policies. Will they now follow Aetna policies?

Generally, Aetna policies will be followed in 2025, but there may be some differences based on NC State Health Plan benefits and preferences.

If a practice only has a Medicare Advantage contract, can they participate with the NC State Health Plan?

No. The NC State Health Plan will use Aetna’s Choice POS II network (this is the network most of our commercial group business uses). Providers must join the Choice POS II network and they then have the option to join CPP.

How can I join CPP?

Go to go.aetna.com/joincpp. CPP information is posted under **Helpful Resources**. You can scroll down and click on Join CPP to click-sign an amendment and receive a receipt via email.

Do practices need to sign up for the HIE? Will they be unable to see NC State Health Plan members if they don’t?

No. Only the CPP amendment requires practices to participate in the HIE.

Do advanced practice providers need to be credentialed?

It's optional. Practices can decide if they want to credential nurse practitioners and physician assistants. Advanced practice providers (APP) need to be credentialed to be listed in the directory and for members to select them as their PCP. A member can select a physician as their PCP and still get the lower copay when they visit an APP in the same practice.

Prior Auth process – any differences from BCBS process?

There are differences. Please check in Availity.

BCBS is challenging the bid due to network adequacy. Comments?

Aetna was awarded the NC State Health Plan contract because its bid was deemed superior to other carriers based upon the requirements and scoring set forth by the NC State Health Plan. We're incredibly excited to begin serving the State Health Plan on January 1, 2025. Aetna and the State Health Plan began the two-year transition process in January 2023, and it has proceeded on schedule. Litigation between the current carrier and the NC State Health Plan has not impacted the transition, timeline, or go-live date of January 1, 2025.

Can specialists be seen without referral?

For the NC State Health Plan and most plans we sell (including Individual Marketplace plans), specialists can be seen without a referral. However, it depends on the plan.

Does Aetna have authority to contract on behalf of the NC State Health Plan?

If this question refers to the CPP amendment, Aetna is acting as the NC State Health Plan TPA to execute an amendment to a provider's Aetna contract for a custom NC State Health Plan fee schedule.

Does the Aetna addendum mean that Aetna is acting as an agent for its provider panel? If so, does that violate the contract terms whereby Aetna claims that neither party can act as an agent for the other party? Or, that there are no third-party beneficiaries, i.e., the NC State Health Plan members, to the contract?

No.

Will Aetna guarantee payment for services in the event that the NC State Health Plan does not fund invoices?

Aetna acts as a TPA for self-funded plan sponsors such as the NC State Health Plan. As such, we do not guarantee payment for services incurred by the plan sponsor.

Why doesn't Aetna's contract addendum name the NC State Health Plan and include a legally enforceable commitment to fund payments?

There have been occasions when NC State Health Plan claims payments have been delayed because a particular employing unit did not pay their premium, but the delays have never been long and the claims have always been paid.

Will the PCP name be on the card? If so, are members required to see the PCP on the card to have tier 1 benefits?

Per NC State Health Plan requirements, the member will select an individual PCP and that PCP will be on the member ID card. However, the member can see any provider in their selected PCP's practice to get the lower copay.

Will Aetna be ready for a smooth NC State Health Plan transition in 2025?

The NC State Health Plan has been working with Aetna since January 2023 on a two-year transition process to insure a smooth transition. Providers can help by going to go.aetna.com/ncshp to see what they can do to get ready. Aetna will provide updates on this site as we approach open enrollment in the fall of 2024.