

# PAYER PROFILE



## Aetna

### Payer Contacts List

Department	Contact Name	Title	Email	Phone
Contracting			feeschedule@aetna.com	1-800-624-0756
Provider Relations				1-800-624-0756 (HMO and Medicare Advantage) or 1-888-632-3862 (PPO)
Credentialing				1-800-353-1232

### Market Share and Products/Networks Information

Information	Detail
Lines of Business & Covered Lives	<ul style="list-style-type: none"> <li>Commercial, Medicare</li> </ul>
Products	<ul style="list-style-type: none"> <li>HMO, PPO, Medicare Advantage</li> </ul>
Narrow Networks* <i>*Not Included in Standard Contracts</i>	<ul style="list-style-type: none"> <li>Contract specific parameters, not appropriate for mass distributed document</li> </ul>

### Fee Schedules/Value-based Programs

Information	Detail
How to Obtain Fee Schedules	<ul style="list-style-type: none"> <li>Email <a href="mailto:feeschedule@aetna.com">feeschedule@aetna.com</a> with TIN, contact telephone number, and a spreadsheet of CPT codes (and modifiers, if applicable)</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Access payment estimator and fee schedule through Availity provider portal:                             <ul style="list-style-type: none"> <li>Log in to Availity at <a href="http://availity.com">availity.com</a></li> <li>Click 'Claims &amp; Payments' then 'Fee Schedule Listing' then 'Fee Schedules'</li> <li>Select 'Aetna' in the Payer dropdown and accept disclaimers</li> <li>Enter your provider information then click 'Next'</li> <li>Select a fee schedule, such as 'Open Choice (Medical)' and click 'Next'</li> <li>Enter up to 25 CPT code/modifier combinations, then click 'Submit' and 'Export'</li> </ul> </li> </ul>
Value-based Programs	<ul style="list-style-type: none"> <li>Aetna Whole Health, Aetna's ACO product                             <ul style="list-style-type: none"> <li><a href="https://www.aetna.com/employers-organizations/resources/value-based-care.html">https://www.aetna.com/employers-organizations/resources/value-based-care.html</a></li> </ul> </li> </ul>
<i>Please refer to DHHS for the current AMH program offerings</i>	<a href="https://medicaid.ncdhhs.gov/transformation/advanced-medical-home">https://medicaid.ncdhhs.gov/transformation/advanced-medical-home</a>