



# Connected

## Aetna Signature Administrators®

Better serving our members

With Aetna Signature Administrators (ASA), we can extend our services to more plan sponsors with preferred provider organization (PPO) plans. We've established relationships with a limited number of payers, which include leading third-party administrators and carriers. These payers meet our standard requirements and agree to follow our policies and procedures.

Since ASA is another way we offer our PPO product, we share responsibility with the payer for servicing members.

### Our responsibility

- Provide stop loss insurance coverage
- Handle claims pricing
- Direct contract with self-funded plan sponsors
- Provide network access services and management
- Resolve provider contract issues
- Provide case management and medical management options

### Payer's responsibility

- Handle claims processing/adjudication
- Provide customer service
- Design plans with different benefits
- Give incentives for patients to seek in-network care
- Manage precertification and appeals using our standards and approved criteria



# Payer information

## Be in the know

| Payer   | Payer website                    | Payer ID           |
|---|----------------------------------|--------------------|
| Allied Benefit Systems  | <b>alliedbenefit.com</b>         | 37308              |
| AmeriBen  | <b>ameriben.com</b>              | 75137              |
| Boon-Chapman  | <b>boonchapman.com</b>           | 74238              |
| Chesterfield Resources, Inc.<br>(Administrator for<br>The Salvation Army)                   | <b>chesterfieldresources.com</b> | 34154              |
| Christian Brothers Services (Made<br>available by Allied Benefit Systems)                   | <b>cbservices.org</b>            | 38308              |
| Colonial Medical Insurance Company  | <b>cgigroup.com</b>              | see member ID card |
| Continental Benefits  | <b>continentalbenefits.com</b>   | 35245              |
| Employee Benefit Management<br>Services (EBMS)  | <b>ebms.com</b>                  | see member ID card |
| Government Employees Health<br>Association (GEHA)   | <b>geha.com</b>                  | see member ID card |
| HealthSCOPE Benefits  | <b>healthscopebenefits.com</b>   | 71063              |
| HealthSmart® Benefit Solutions, Inc.  | <b>healthsmart.com</b>           | see member ID card |
| INDECS  | <b>indecscorp.com</b>            | 40585              |
| National General Benefits Solutions<br>(Administered by Allied Benefit Systems)             | <b>ngbsselffunded.com</b>        | 75068              |
| Nippon Life Benefits® (NLIA)  | <b>nipponlifebenefits.com</b>    | 81264              |
| 1199SEIU Funds  | <b>1199seiubenefits.org</b>      | 13162              |
| PreferredOne® Administrative<br>Services, Inc.  | <b>preferredone.com</b>          | see member ID card |
| Trustmark Companies (Trustmark,<br>CoreSource, FMH CoreSource, NGS<br>CoreSource, Starmark) | <b>trustmarkins.com</b>          | see member ID card |
| WebTPA  | <b>webtpa.com</b>                | 75261              |
| WellSpan Population Health Services   | <b>wellspan.org</b>              | see member ID card |

# What does this mean to you?

## Contracts

ASA is the distribution model for the PPO product. So if the contract relates to the PPO product, it also relates to ASA.

## Medical management

The payer is your contact for routine medical management.

In some cases, Aetna-owned subsidiaries (ActiveHealth® or American Health Holding, Inc.) perform utilization and case management.

You can find the patient management phone numbers on the member's ID card.

## Claims

The payer handles all claims processing. Please send all claims electronically to the payer ID listed on the member's ID card. Or send paper claims to the address listed on the ID card. Please don't send claims to us.\*

## Claims questions and rework

Please direct all ASA claims questions to the appropriate payer on the member's ID card. The payer will process the claims and will contact us, if needed.

## Checking member eligibility

The payer's phone numbers are listed on the member's ID card.

## Recognizing an ASA member

The ID card that the payer issues generally has two logos:

- Payer's logo
- ASA logo

## Aetna Signature Administrators®

- Exception — there may be more logos when the member lives in a rental/rural network area
- This statement is on the back of the ID card:  
*"Aetna participating doctors and hospitals are independent providers and are neither agents nor employees of Aetna."*

\*The single exception to this occurs when an Aetna Signature Administrators member accesses one of our Institutes of Excellence™ facilities for transplant. Under this scenario, the facility will continue to use the Special Case Customer Service Unit as they do currently, including the submission of claims.

**Aetna Signature Administrators 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.**

