

2009

**Patient Choice Quick Reference Guide
Plan Administrator – Aetna**

Participating Plan Sponsors and Plan Year Dates

Patient Choice Insights Product

Client Program

Self-funded clients

Both regional and national

Help Lines

(Must have member ID# to call help line)

Aetna Help Line:

1-888-632-3862

<http://www.aetna.com/provider/medical/index.html>

Pharmacy Benefit Manager (PBM)

Can vary by employer

Claim Submission

Submit paper claims to:

Aetna

PO Box 981106

El Paso, TX 79998-1106

Send EDI claims to: *(Payer ID# 60054)*

http://www.aetna.com/provider/medical/service_med/electronic_med/electronic.html

Network Management

Referrals –

Medical review, predeterminations and prior authorizations

http://www.aetna.com/provider/medical/resource_med/coverage_med/concurrent.html

None

Behavioral Health

UBH Network

Benefits - Aetna Help Line: 1-888-632-3862 or

http://www.aetna.com/provider/medical/service_med/electronic_med/electronic.html

Network Management (Aetna continued)		
Chiropractic	Contact Health Services Management, Inc (HSM): 800-432-3640 or 651-287-4701	For Benefits: Aetna Help Line: 1-888-632-3862 or http://www.aetna.com/provider/medical/service_med/electronic_med/electronic.html
Transplant Network	Aetna: http://www.aetna.com/docfind/institutes_of_excellence.html	Transplant Network: Can vary by employer
Medical Management	Case Management http://www.aetna.com/provider/medical/resource_med/coverage_med/concurrent.html	Pre-determination http://www.aetna.com/provider/medical/resource_med/coverage_med/concurrent.html

*** Due to 9/11, reinsurance requirements have elevated the importance of provider notification to Third Party Administrators of all potential catastrophic/high dollar claims >\$25,000.

Patient Choice Employers - Alternative Member ID Numbers

Due to the recent escalation of concerns regarding identity theft, several Plan Sponsors (employers) in the Patient Choice program have elected to offer their members ID cards that carry an alternate ID number.

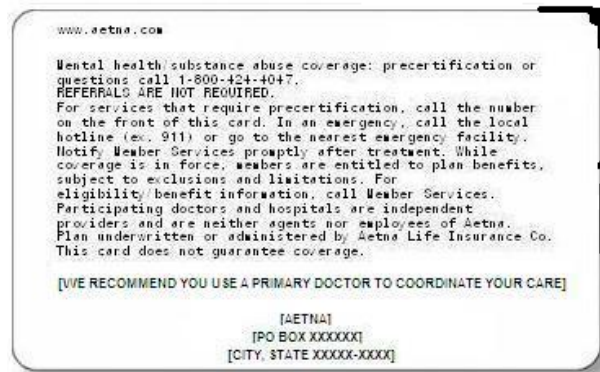
**Aetna
Front of card**

**Patient Choice Insights
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**Aetna
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News alert!! Patient Choice communications are available electronically. To receive future communications, please send your e-mail address and organization, via e-mail to pcnews@pchealthcare.com