

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetnaSM



Tips for submitting claims to Aetna Aetna Dental[®] Plans

Submit electronically

Electronic claims and encounters (including DMO[®] plans, orthodontic and predeterminations) typically experience faster reimbursement and fewer rejections. Electronic submissions must indicate the billing dentist's National Provider Identifier (NPI) and the pay-to dentist's NPI if they are not the same.

Claim attachments are not always necessary

Review the Claim Documentation Guidelines at www.aetnadental.com. Or, submit claims without attachments. We will request any attachments if needed. **Please note:** Encounter submissions never require attachments.

Submit attachments electronically

When attachments are needed, use an electronic attachment vendor such as National Electronic Attachment (NEA).

Submitting attachments this way helps expedite review of X-rays, Explanations of Benefits (EOBs), perio-charting and more for processing of electronic claims. For more information, visit www.aetnadental.com.

Review our paper claims tips

If you cannot submit claims electronically, review a list of dos and don'ts for submitting paper claims at www.aetnadental.com.

Send only one claim

Our system will automatically reject/deny exact duplicates of claims previously submitted. You only need to submit a claim once.

Check the status of a claim

Visit www.aetnadental.com or call the Aetna Voice Advantage[®] (AVA) telephone self-service system at **1-800-451-7715**. The AVA system can also fax the information to you.

Call in dates of service for existing predeterminations

A predetermination is not required, but it is suggested to help the patient understand his or her benefits before a procedure is performed. If you submit a predetermination, you will not need to submit a final claim as long as the services match. Once the service is performed, simply call our National Dentist Line **(1-800-451-7715)** with the dates of service.

Double-check patient information

Claims processing might be delayed if the claim has incorrect patient information.

Include full-time student (FTS) information

Your patient's dental plan may require student verification for applicable dependents. FTS information can be provided in two ways:

- Submit a completed claim form that includes the FTS information.
- Have the member call us with the information.

Use the appropriate CDT code

Submit dental treatment using the appropriate CDT codes.* Invalid and obsolete codes may cause a delay or denial of your claim.

Include tooth numbers

A claim for a periodontal procedure must include the quadrant ID. If it is not a full quadrant, include the tooth numbers involved in the procedure. Submit prior periodontal history for patients covered under a new policy. Also, include the numbers of all other missing teeth and dates of extraction when submitting claims for prosthodontics.

Submit initial and replacement detail

When submitting a claim for:

- Initial placement of a denture or bridgework — include the numbers of all missing teeth and dates of extraction.
- Dentures or bridgework — include the date the original appliance was placed, the date that any additional teeth were extracted and the tooth number for any other teeth missing in that arch.
- Crowns — indicate if it is the initial placement or include the date of prior placement.

Sign up for electronic funds transfer (EFT)

With EFT, your claim and DMO monthly compensation payments will be deposited directly into the bank account you select. Visit **www.aetnadental.com** for information on how to enroll.

Sign up for electronic remittance advice (ERA)

Stop receiving paper EOBs by mail. For more information on ERA, or to register, visit **www.aetnadental.com**.

Include other dental coverage information on all claims submissions

When Aetna is the secondary payer, please submit the claim only after the primary payer has fully processed the claim. Be sure to include all information about other dental coverage. For more information on electronic coordination of benefits claims, visit **www.aetnadental.com**.

For tips on submitting orthodontic claims, please visit **www.aetnadental.com**.

*Current dental terminology, American Dental Association.

All rights reserved. NEA is a registered trademark of National Electronic Attachment, Inc. All vendors are independent contractors and not employees or agents of Aetna.

Aetna 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, Aetna Dental Inc., Aetna Dental of California Inc., Aetna Health Inc. and Aetna Health of California Inc.

www.aetnadental.com