

Preparing for Your Appointment



with an **Aetna Signature Administrators** Provider

FOR MEMBERS

You can get care from participating providers in the Aetna Signature Administrators (ASA) Network.

Helping Your Appointment Go Smoothly:

1. Before getting care, make sure your doctor and/or medical facility participate in the Aetna Signature Administrators (ASA) Network.
Visit www.aetna.com/asa or call Auxiant for assistance at 800-279-6772. You should also call your provider's office to confirm they currently participate in the Aetna Signature Administrators Network.
2. Bring a copy of this document to your appointment and present page 2 (ForProviders), along with your Medical ID card, when you register for your visit.
3. Remember to let your provider know you are utilizing the Aetna Signature Administrators Network.
Note: Auxiant is not the Provider network (Auxiant's role is to process and pay claims according to plan benefits). If you have questions, or your provider gives you conflicting information about your plan coverage, call Auxiant for clarification at 800-279-6772.

A sample Aetna Medical ID Card for a member named John Sample. The card includes the following information:

- Member Information:** Group #: Y1194, Member ID: SMPLO001, Employee: JOHN SAMPLE, Dependent: JOHN SAMPLE.
- Plan Benefits:** A table showing deductibles for Single and Family plans, categorized by In-Network, Non-Network, and Out of Pocket.
- Pharmacy Plan:** RX BIN: 020958, RX GROUP: TRUE6320, PCN: 07960000.
- Logos:** Auxiant, Vermeer Great Plains, Aetna Signature Administrators, and trueRX.

DON'T FORGET YOUR ID CARD

Your ID card has important information on the front and back to help you check in for your appointment.

Sample image – ID cards may vary by plan.

FOR PROVIDERS

This member utilizes the Aetna Signature Administrators (ASA) Network, which means they can access care from providers participating in this network.

Helping Members During Their Visit:

1. Check their Medical ID card (issued by Auxiant). Auxiant is the TPA company that processes and pays claims according to the plan benefits. Auxiant is not the network.
2. If needed, call Auxiant Customer Service at 800-279-6772 or visit us online at www.Auxiant.com to verify eligibility, inquiry on benefits and coverage, and much more.
3. Important Note: If you are unsure if you participate in the Aetna Signature Administrators network, please contact your Aetna Signature Administrators Credentialing/Contracting contact directly (as contracts are between providers and networks directly).
4. Submit claims for the member to:
 - Auxiant, PO BOX 909991, Milwaukee, WI 53209-9991
 - Emdeon Payer ID: 76079

OR

 - TriZetto Payer ID: AUX01
5. For Medical Necessity Reviews, call Auxiant at 800-279-6772
6. To Pre-Certify Inpatient Hospitalizations, please call 866-726-6584 (48 hours before scheduled admission or within 48 hours after emergency).
7. The provider Explanation of Payment will be sent for billed services and will provide additional processing information for the visit.

Questions? Call Auxiant at 800-279-6772 for assistance.