

Aetna Quick Reference Guide

Checklist

- 1.Call Aetna Provider Service Center at 1-800-624-0756
 - 2.Enter Provider NPI/Tax ID Number
 - 3.Select Option "2", for Coverage and Benefits
 - 4.Enter Child Policy Number and Date of Birth
 - 5.Confirm child's identity
 - 6.Request information delivery via fax or phone
 - 7.Receive information via desired method
 - 8.Request additional information
- End call or select additional options (review another policy)

Aetna versus EI Language

Aetna uses language on their call that differs from the EI World

Aetna

Patient

Self-Funded

Commercially Funded

EI World

Child

Unregulated

Regulated