

Aetna Information:

Website:

<http://www.aetna.com/health-care-professionals>

Newletters Link:

<https://www.aetna.com/health-care-professionals/newsletters-news/provider-newsletters-archive.html>

Contact Numbers:

800-264-0756 – HMO-based and Medicare Advantage Plans

888-632-3862 – All other plans

800-238-6279 – Aetna Pharmacy Management

800-238-6288 – Aetna Works Comp

Aetna has provided self-service tools that allow providers to pull basic claim status at their own convenience. Starting **April 1, 2020**, they will guide providers to use the Aetna Voice Advantage or their provider portal for basic claim status/inquires.

What is the difference between basic claim status/inquiry and claim issues?

Basic claim status/inquiry	Claim issues
When did the claim pay?	I was expecting more of a payment. Can you tell me how my payment was calculated?
What is the EFT number?	What if I don't agree with how the claim was paid/denied?
Why did line ___ not pay?	Can you tell me what information is being requested?
How much did the claim pay?	
I didn't get my EOB on this, can you tell me how it paid?	

Availity is now Aetna's provider portal for all your eligibility and benefits, claims, authorization, and referral needs.

If you have been receiving Aetna EOBs on NaviNet then in order to continue receiving Aetna EOBs after the NaviNet shutdown on April 30, 2020, you must complete the EOB setup on Availity.

To access your EOBs, you need to verify that you have access to your organization's payments. Follow the steps outlined in the "Get Your Aetna EOBs" quick guide to get your EOB access:

1. [Log in to the Availity Portal](#)
2. Open the [quick guide](#) and follow the instructions

Need access to the provider portal?

- Go to [Availity.com/aetnaproviders](https://www.availity.com/aetnaproviders) to register or login [Aetna.com](https://www.aetna.com)
- Go to Claims & Payment > Claim Status

First Health

First Health Group Corp. (First Health) provides national preferred provider organization (PPO) network access and other cost containment programs to help clients manage benefit plan costs. Our clients include third party administrators, insurance carriers, health plans, unions, government and international payers. We're an indirect, wholly owned subsidiary of Aetna Inc.

1-800-226-5116 Monday – Friday 7am – 7pm

How do I file claims?

You can file claims electronically using the electronic payer ID on the member's ID card.

Where can I get more information?

For answers to your questions about health benefits and eligibility, contact your patient's employer or health plan administrator. You'll find the contact information on the member's ID card.

If you have questions about a specific claim, contact your patient's claims administrator. For the most current provider participation information, use our online provider directory at www.firsthealth.com.