Welcome to Aetna’s office manual for participating physicians, facilities and office staff.

Contacts ........................................................................................................................................ 3
Maryland provider terminations (quarterly report) .............................................................. 6
Maryland Uniform Consultation Referral Form ................................................................. 6
PCP Initial Lab Designation and Change Request forms ................................................. 6
Specialty programs .................................................................................................................. 6

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 and its affiliates (Aetna).
American Specialty Health Group, Inc. (ASH) administers certain components of the network chiropractic benefits for all Aetna commercial and Aetna Medicare Advantage products. You should refer Aetna members enrolled in these plans to participating ASH chiropractors. For a list of participating ASH chiropractors, visit our DocFind® online provider directory.

ASH handles benefits administration for chiropractic services provided to these members, including:

- Network management and contract administration
- Utilization management
- Claims administration

**Referral process for primary care physicians (PCPs)**

If the member’s plan requires a referral, you should submit an electronic referral to ASH prior to the member’s visit to the chiropractor.

You can use ASH’s existing electronic data interchange vendor or our secure provider website. Include the appropriate ASH provider ID on your referral:

Georgia: 9210671

You should contact ASH with questions about referral status. Contact ASH at 1-800-972-4226.

OptumHealth administers components of the network chiropractic benefits to all Aetna products (including Aetna Medicare Advantage) except:

- Aetna Signature Administrators®
- Aetna Workers’ Comp Access®
- Cofinity®
- Coventry®
- Meritain Health®
- Traditional Choice®

You should refer Aetna members enrolled in these plans to participating OptumHealth chiropractors. For a list of participating OptumHealth chiropractors, visit DocFind, our online provider directory.

OptumHealth’s responsibilities include:

- Network management and contract administration
- Utilization management
- Claims administration

**Referral process for PCPs**

If the member’s plan requires a referral, they can access participating chiropractors after you submit an electronic referral. OptumHealth will then coordinate utilization management directly with the chiropractor.

You can submit your referral electronically using OptumHealth’s existing electronic data interchange vendor or our secure provider website. Include the appropriate OptumHealth provider ID on your referral:

North Carolina: 9024979
South Carolina: 9064980

You should contact OptumHealth with questions about referral status after the initial visit and once you have sent in the patient summary form. Contact OptumHealth at 1-800-344-4584.
**Enhanced clinical review**

You must obtain preauthorization for the following procedures:

- Elective outpatient stress echocardiography and diagnostic left and right heart catheterization
- Elective outpatient MRI/MRA, PET scans, CT/CTA and nuclear cardiology
- Facility-based sleep studies
- Elective inpatient and outpatient cardiac rhythm implant devices

Preauthorization is required for all members enrolled in our commercial and Aetna Medicare Advantage benefits plans in the following areas:

- Florida
- Georgia: applicable only in Atlanta
- Maryland
- North Carolina: applicable only in Charlotte, Raleigh/Durham, Rock Hill and Winston-Salem
- Tennessee: applicable only in Memphis and Nashville
- Virginia
- Washington, DC

Preauthorization requests should be made by contacting MedSolutions at:

- Phone: 1-888-693-3211
- Fax: 1-888-693-3210

**Laboratory**

Aetna’s network offers your patients access to a nationally contracted, full-service laboratory. It has conveniently located patient service centers.

*Quest Diagnostics®* is our national preferred laboratory. It provides tests and services to all Aetna members.

Find a convenient location, schedule an appointment and get testing reminders by visiting [Quest Diagnostics](#) or calling 1-888-277-8772.

Your market may also have contracted with local laboratory providers.

For a complete list of participating labs available in your area, visit [DocFind](#), our online provider directory.

**Nonparticipating provider and special services requests**

- For HMO-based plans: 1-800-624-0756
- For all other benefits plans: 1-888-MD-Aetna (1-888-632-3862)

**Paper claims addresses**

Maryland; Virginia; and Washington, DC

Aetna
PO Box 981106
El Paso, TX 79998-1106

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee:

Aetna
PO Box 14079
Lexington, KY 40512-4079
Physical therapy and occupational therapy (PT/OT) in the Florida counties of Charlotte, Citrus, Collier, Hernando, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk and Sarasota

American Therapy Administrators (ATA) administers components of the in-network freestanding facilities for PT/OT benefits to all Aetna products, including Aetna Medicare Advantage.

You can submit claims electronically to ATA. If you’re unable to submit claims electronically, send your claims to:

PO Box 2278
Hallandale, FL 33008-2278

Contact ATA at 1-888-550-8800.

PT/OT in North Carolina; South Carolina; Virginia; and Washington, DC

OptumHealth administers components of the in-network freestanding facilities for PT/OT benefits to all Aetna products (including Aetna Medicare Advantage) except:

- Aetna Signature Administrators
- Aetna Workers’ Comp Access
- Cofinity
- Coventry
- Meritain Health
- Traditional Choice

You should refer Aetna members enrolled in these plans to participating OptumHealth PT/OT providers. For a list of participating OptumHealth PT/OT providers, visit DocFind, our online provider directory.

OptumHealth’s responsibilities include:

- Network management and contract administration
- Utilization management
- Claims administration

Referral process for PCPs

Members can access OptumHealth PT/OT providers without an electronic referral by their PCP. However, a script from the referring provider is required. The initial visit does not require a referral. OptumHealth will receive the information needed for visits after the first one from the PT/OT provider.

You should contact OptumHealth with questions about referral status after the initial visit and once you have sent in the patient summary form.

Contact OptumHealth at 1-800-344-4584.

Note: Bill all speech therapy claims directly to Aetna. We will process these claims.

Skilled nursing facilities in all Southeast Region states except Maryland

Management and Network Services, LLC (MNS) is responsible for network development and contracting of skilled nursing facilities in all Southeast Region states except Maryland. MNS is responsible for pass-through claims administration.

MNS works directly with our patient management staff to assist in clinical coordination efforts.

For a list of participating skilled nursing facilities, visit DocFind, our online provider directory.

Submit claims for participating MNS providers to:

4892 Blazer Parkway
Dublin, OH 43017

Contact MNS at 1-800-949-2159.
Maryland provider terminations (quarterly report)

To comply with Maryland Insurance Code 15-112 — provider panels, we’re providing you with access to the Maryland provider terminations (quarterly report). This report lists specialists in HMO-based plans that have terminated their participation in our network during the specified time frame.

Maryland Uniform Consultation Referral Form

To comply with Maryland Insurance Code 31.10.12.06, we’re providing you with the Maryland Uniform Consultation Referral Form for use by PCPs.

PCP Initial Lab Designation and Change Request forms

Refer to the forms library on our secure provider website to access the Initial Lab Designation and Change Request forms for Florida, Georgia, North Carolina, South Carolina and Tennessee. Once logged in to the site, go to Plan Central > Aetna Health Plan > Aetna Support Center > Forms Library > Lab Selection Forms.

Specialty programs

<table>
<thead>
<tr>
<th>Group name</th>
<th>Specialty</th>
<th>Participating counties</th>
<th>Benefits plans</th>
<th>Claims address</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATA</td>
<td>Freestanding PT/OT/SP</td>
<td>Florida counties of: Charlotte, Citrus, Collier, Hernando, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk and Sarasota</td>
<td>All benefits plans</td>
<td>Submit claims electronically to ATA. If you’re unable to submit claims electronically, send your claims to: PO Box 2278 Hallandale, FL 33008-2278 Contact ATA at 1-888-550-8800.</td>
</tr>
</tbody>
</table>