

Aetna Signature Administrators® solution



Better serving our members

With the Aetna Signature Administrators solution, we can extend our services to more plan sponsors with preferred provider organization (PPO) plans. We've established relationships with a limited number of payers, which include leading third-party administrators and carriers. These payers meet our standard requirements and agree to follow our policies and procedures.

Since the Aetna Signature Administrators solution is another way we offer our PPO product, we share responsibility with the payer for servicing members.

Our responsibility

- Provide stop loss insurance coverage
- Handle claims pricing
- Direct contract with self-funded plan sponsors
- Arrange network access services and management
- Resolve provider contract issues
- Offer case management and medical management options

Payer's responsibility

- Handle claims processing and adjudication
- Provide customer service
- Design plans with different benefits
- Give incentives for patients to seek in-network care
- Manage precertification and appeals using our standards and approved criteria

Be in the know

Payer information

Payer	Payer website	Payer ID
90 Degree Benefits	90DegreeBenefits.com	CAPHP
Allied Benefit Systems	AlliedBenefit.com	37308
Allied-Allstate Benefits (formerly National General Benefit Solutions)	Allstate.com	75068
ASR Health Benefits (ASR)	ASRHealthBenefits.com	38265
Auxiant	Auxiant.com	62777
Boon-Chapman	BoonChapman.com	74238
Christian Brothers Services (made available by Allied Benefit Systems)	CBServices.org	37308
Colonial Medical Insurance Company	CGIGroup.com	See member ID card
Community Care Plan	CCPCares.org	59064
Consociate Health	ConsociateHealth.com	37135
CorrectCare, a HealthComp company	CorrectCare.com	CCIHJAIL
EMI Health	EMIHealth.com	See member ID card
Employee Benefit Management Services (EBMS)	EBMS.com	See member ID card
Group Benefit Services (GBS)	GBS-TPA.com	80241
Government Employees Health Association (GEHA)	GEHA.com	See member ID card
Gravie Administrative Services	Gravie.com	GRV01
Health Alliance Plan (HAP)	HAP.org	38224
HealthComp (including HealthComp South)	HealthComp.com HCHealthBenefits.com	See member ID card
HealthEZ	HealthEZ.com	41178
Indiana University Health Plans (IU Health Plans)	IUHealthPlans.org	IUHPLNS
Lucent Health (including Cypress Benefit Administrators)	LucentHealth.com LucentHealth.com/Cypress	See member ID card
Marpai Health, Inc. (formerly Continental Benefits)	MarpaiHealth.com	35245
Moda Health	ModaHealth.com	13350
Nippon Life Benefits® (NLIA)	NipponLifeBenefits.com	81264
PacificSource	PacificSource.com	93029
Piedmont Community Health Plan	PCHP.net	55768
PreferredOne Administrative Services, Inc.	PreferredOne.com	See member ID card
S&S Healthcare	SS-HealthCare.com	31441
Trustmark Health Benefits (formerly CoreSource) Trustmark Small Business Benefits (formerly Starmark)	TrustmarkBenefits.com	See member ID card
WebTPA	WebTPA.com	75261

A better way

How to get things done easily

Contracts

Questions? Since the Aetna Signature Administrators solution is a distribution model for our PPO product, refer directly to your PPO product contract.

Medical management

Contact the payer for routine medical management.

In some cases, Aetna-owned subsidiaries (such as ActiveHealth® and American Health Holding, Inc.) perform utilization and case management.

You can find the patient management phone numbers on the member's ID card.

Claims

The payer handles all claims processing. Please send all claims electronically to the payer ID listed on the member's ID card. Or send paper claims to the address listed on the ID card. Please don't send claims to us.*

Claims questions and rework

Please direct all Aetna Signature Administrators claims questions to the appropriate payer on the member's ID card. The payer will process the claims and will contact us, if needed.

Confirm member eligibility

Check the payer's member ID card for phone numbers to confirm eligibility.

Recognize an Aetna Signature Administrators member

Look for these key identifiers on the ID card:

- The payer logo
- The Aetna® logo
- A reference to Aetna Signature Administrators
- This statement: "Aetna participating doctors and hospitals are independent providers and are neither agents nor employees of Aetna."

Note: There may be additional logos when the member lives in a rental network area or a rural network area.

*The single exception to this occurs when an Aetna Signature Administrators member accesses an in-network Institutes of Excellence™ facility for a transplant. Under this scenario, the facility will continue their use of — and submit claims to — the Special Case Customer Service Unit.

Aetna Signature Administrators® is the brand name for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates (Aetna).