



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
Allied Benefit Systems	AlliedBenefit.com	37308
Allied - Allstate Benefits	Allstate.com	75068
Allied - Christian Brothers Services	CBServices.org	37308
ASR Health Benefits (ASR)	ASRHealthBenefits.com	38265
Auxiant	Auxiant.com	See member ID card
Boon-Chapman	BoonChapman.com	74238
CG Insurance (Coralisle Group)	CGcoralisle.com	See member ID card
Community Care Plan	CCPCares.org	59064
Consociate Health	ConsociateHealth.com	37135
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
Gravie Administrative Services	Gravie.com	GRV01
Health Alliance Plan (HAP)	HAP.org	38224
HealthEZ	HealthEZ.com	41178
Kaiser Permanente of Washington (KPWA)	KP.org/WA	91051
Key Benefit Administrators	KBASolution.com	37217
Lucent Health	LucentHealth.com	See member ID card
Luminare Health	LuminareHealth.com	35182
Moda Health	ModaHealth.com	13350
Mountain Health Co-op (administered by Wipro)	MountainHealth.coop	MHC01
Nippon Life Benefits® (NLIA)	NipponLifeBenefits.com	81264
PacificSource Health Plans	PacificSource.com	93029
Personify Health	HConLine.HealthComp.com HCHHealthBenefits.com	See member ID card
Point C Health	PointCHealth.com/TPA	IHS29
Presbyterian Health Plan	PHS.org	See member ID card
S&S Healthcare <ul style="list-style-type: none"> Angle Health Coastal Administrative Services (CAS) 	SS-HealthCare.com AngleHealth.com CASBenefits.com	31441
Security Health Plan	SecurityHealth.org	3522
Trustmark Small Business Benefits	TrustmarkBenefits.com/ Small-Business-Benefits	61425
University of Utah Health Plans (UUHP)	UHealthPlan.Utah.edu	See member ID card
WebTPA	WebTPA.com	75261
90 Degree Benefits	90DegreeBenefits.com	See member ID card

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 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

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).

