



## **Aetna Partnership Provider Frequently Asked Questions**

In November, we announced HAP and Aetna finalized an agreement that will allow Aetna to serve as HAP's national network partner effective Jan. 1, 2022.

HAP and its wholly owned subsidiary ASR Health Benefits are committed to making sure our members have access to quality health care, no matter where they are. This agreement allows HAP PPO commercial and self-funded members to access Aetna's nationwide network in other states while being covered through the HAP/ASR statewide network in Michigan and Northwest Ohio\*.

HAP and ASR will access the Aetna PPO network through the Aetna Signature Administrators™ program, which has more than 1.4 million providers that include more than 6,100 hospitals and thousands of MinuteClinic® locations around the country.

We are excited to be partnering with a respected national carrier like Aetna to meet the needs of HAP and ASR members who seek care outside of our service area.

Important! We continue to have access to Cigna's national network through December 31, 2021. We will adhere to all reimbursement guidelines based on contractual filing limits into 2022.

The following pages have frequently asked questions about this new partnership. Topics include:

- Network
- ID cards
- Eligibility and benefits
- Precertification
- Billing and Reimbursement
- Claims appeals
- Provider Directory

\*HAP's PPO provider network includes these seven counties of northwest Ohio: Defiance, Fulton, Henry, Lucas, Ottawa, Williams and Wood.

## Network

### 1. What members use the Aetna Signature Administrators network?

- HAP commercial and self-funded PPO members have access to Aetna's nationwide network while traveling or living outside of Michigan or northwest Ohio\*.
- Aetna is the **in-network** solution for **all** PPO members seeking care **outside** of Michigan and northwest Ohio\*.
- All PPO members, regardless of where they reside, must use the AHL/PPO statewide network for services **in** Michigan and northwest Ohio\*.
- Aetna is considered out of network **in** Michigan and NW Ohio.
- HAP HMO members and Students Away at School program have access to the Aetna network for urgent and emergency services only when outside of the HAP service area and outside of Michigan.

\*HAP's PPO provider network includes these seven counties of northwest Ohio: Defiance, Fulton, Henry, Lucas, Ottawa, Williams and Wood.

### 2. What members are excluded from the Aetna agreement?

- HAP Medicare Advantage
- HAP Empowered

Note: there is no change to our pharmacy benefit manager, ESI

### 3. Will Aetna use HAP's network?

No.

### 4. Can I provide services to HAP HMO members if I have an Aetna provider contract but no HAP provider contract?

HAP HMO members and Students Away at School program have access to the Aetna network for urgent and emergency services only when outside of the HAP service area and outside of Michigan.

### 5. How can providers join the Aetna ASA network?

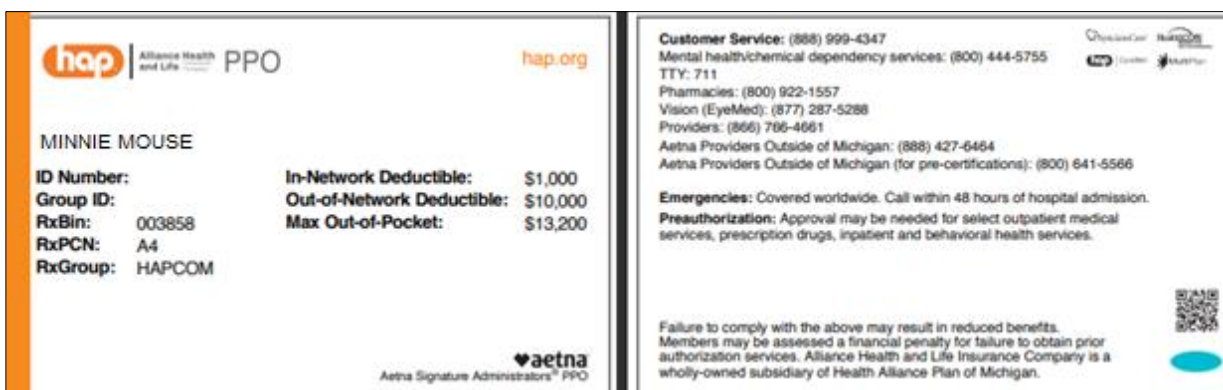
Contact Aetna Enterprise at **1-888-MD-Aetna** or follow the steps at the Aetna website at [www.aetna.com/provider/credentialing.htell](http://www.aetna.com/provider/credentialing.htell)

Note: Aetna is responsible for credentialing and contracting

## ID cards

### 1. What do ID cards look like?

Below is a sample ID card. (Note: PHI removed.)



## Eligibility and benefits

### 1. How do I verify eligibility and benefits?

Contact HAP by:

- Calling **(866) 766-4661**
- Logging in at **hap.org** and selecting *Member Eligibility*

## Precertification

### 1. How do I obtain precertification for services?

You will contact from either HAP or American Health Holding (AHH).

AHH is Aetna's utilization and care management service provider. They will provide full utilization management and case management for ASR and limited utilization management for HAP PPO members.

Behavioral health and pharmacy are excluded from AHH relationship. Instead, contact HAP.

Please see the table below for details on appropriate contact for precertification.

For HAP PPO Members	Contact
Living <b>inside</b> Michigan seeking care <b>inside</b> Michigan <ul style="list-style-type: none"><li>• Preservice</li><li>• Urgent/Emergent</li><li>• Post-Acute</li></ul>	HAP Log in at <b>hap.org</b> ; select <i>Quick Links</i> ; <i>Procedure Reference Lists</i> ; <i>Services that Require Prior Authorization List</i>
Living <b>outside</b> Michigan <ul style="list-style-type: none"><li>• Preservice</li><li>• Urgent/Emergent</li><li>• Post-Acute</li></ul>	American Health Holding (AHH) <b>(800) 641-5566</b> This number can also be found on the member's ID card.
Living <b>inside</b> Michigan seeking care <b>outside</b> Michigan (traveler) <ul style="list-style-type: none"><li>• Preservice</li><li>• Urgent/Emergent</li><li>• Post-Acute</li></ul>	

## Billing and Reimbursement

### 1. Where do I submit claims?

All claims should be submitted to HAP. Refer to the back of the member's ID card.

### 2. How do I know if the claim was processed on the Aetna network on my Remittance Advice?

There will be an explanation code of L29 – Aetna Contract Applied.

## Claims appeals

### 1. How do I appeal a claim denial or pricing issue?

Contact HAP by:

- Calling **(866) 766-4661**
- Log in at **hap.org**
  - Select *Claims* (to appeal a single claim) or *Remittance Advice* (to appeal several claims)
  - Choose the appeal type, *Aetna Pricing Dispute*

## Provider Directory

### 1. How do I find doctors in Aetna's national PPO network?

Visit **hap.org/find-a-doctor** and select the "2022 - Care Outside of Michigan" box.