



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

[Aetna.com](https://www.aetna.com)

23.03.870.1 L (4/21)



Be in the know

Payer information

Payer	Payer website	Payer ID
Allied Benefit Systems	AlliedBenefit.com	37308
Auxiant	Auxiant.com	62777
Boon-Chapman	BoonChapman.com	74238
Christian Brothers Services (made available by Allied Benefit Systems)	CBServices.org	38308
Colonial Medical Insurance Company	CGIGroup.com	See member ID card
EMI Health	EMIHealth.com	See member ID card
Employee Benefit Management Services (EBMS)	EBMS.com	See member ID card
Government Employees Health Association (GEHA)	GEHA.com	See member ID card
Group Benefit Services (GBS)	GBS-TPA.com	80241
HealthComp	HealthComp.com	See member ID card
HealthEZ	HealthEZ.com	41178
Health First	HF.org	95019
HealthSCOPE Benefits	HealthSCOPEBenefits.com	71063
HealthSmart® Benefit Solutions, Inc.	HealthSmart.com	See member ID card
INDECS	INDECScorp.com	40585
Indiana University Health Plans (also known as IU Health Plans)	IUHealthPlans.org	IUHPLNS
Lucent Health (including Cypress Benefit Administrators)	LucentHealth.com/CypressCypressBenefit.com	See member ID card
Marpai Health, Inc. (formerly Continental Benefits)	MarpaiHealth.com	35245
National General Benefits Solutions (administered by Allied Benefit Systems)	NGBSSelfFunded.com	75068
Nippon Life Benefits® (NLIA)	NipponLifeBenefits.com	81264
1199SEIU Funds	1199SEIUBenefits.org	13162
Piedmont Community Health Plan (made available by S&S HealthCare)	PCHP.net	31441
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
WellSpan Population Health Services	WellSpan.org	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 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 Institute 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 used for products and services provided by one or more of the Aetna group of companies, including Aetna Life Insurance Company and its affiliates.

[Aetna.com](https://www.aetna.com)

©2021 Aetna Inc.
23.03.870.1 L (4/21)

