

# Aetna/Schaller Anderson Integration Update

**Aetna Medicaid and CHIP Services  
December 2008**

The conversion to our new claims processing system is complete. Below is a reminder about the claims adjudication process and web portal availability. We hope this information is helpful and makes doing business with us easier.

## **Guide to claims processing**

### **Electronic:**

To process your claims as quickly as possible, please submit the billing, rendering and referring provider loops on your electronic claims.

### **Paper (CMS-1500):**

Include the following on paper submissions:

- Billing provider name
- Address
- National Provider Identifier (NPI) number in box 33, 33a
- Rendering provider NPI and Texas Provider Identifier (TPI) – must be given in box 24j\*

\* If services are rendered by someone other than the patient's primary care physician (PCP), the referring physician's name and NPI must be listed in box 17, 17a-b. If services were provided in a location other than the patient's home or the billing provider's facility, enter the name, address and NPI of the facility where services were provided in box 32, 32a-b.

### **Paper (CMS-1450 or UB-04):**

Include the following on paper submissions:

- Billing provider's NPI in box 56
- Billing provider's TPI in box 57
- Attending provider's name and NPI must be given in box 76
- If a surgical procedure was performed, the operating provider's name and NPI must be provided in box 77



Please note: All NPIs submitted on your claim form must be attested. We have found that most billing services can easily make this change. We ask you to comply with this request as soon as possible.

To avoid any disruption in claims payment, we strongly encourage you to begin including the rendering provider information on your submitted claims.

**Beginning  
March 22, 2009,  
we will deny claims  
that don't include  
the rendering  
provider information.**

We want you to know<sup>®</sup>



## Our secure provider web portal is available to you

This web portal provides eligibility verification, claims status and patient-specific prevention and wellness reminders. You can also:

- Identify a patient's PCP
- Download and print up-to-date rosters
- Receive "HEDIS Interventions Required" notifications for patients who are due for preventive health care services, as listed in the eligibility screens
- Verify claim(s) status
- View and print your remittance advice(s)/Explanation of Benefits (EOBs)
- Verify issued checks
- Check the status of a prior authorization request (future enhancement)
- Set-up sub accounts for other users within your office or clinic

If your staff has not received training on the web portal, please contact your provider relations representative to make an appointment. We can also provide you with detailed written material on how to access the web portal.

## We are here to answer your questions

We value your participation in the Aetna Medicaid and CHIP network. If you have additional questions, please call our Provider Relations Department at 1-877-383-5046.

## Visit

[www.aetnamedicaid.com](http://www.aetnamedicaid.com)  
and select "Providers"  
then "Provider Login."

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