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- How to verify benefits, eligibility, and claim status:
 - Via phone: 1-888-632-3862
 - Via web: Aetna Physician Website at Navinet.net
 - Two ways to log in for secure access to Aetna member claims, EOBs and more:
 1. Direct via <https://navinet.navimedix.com/Main.asp>
 2. Or via secure link called “Aetna Secure Provider Website” under helpful links on www.aetna.com
- How to verify if a new Dr. is loaded to system: Visit Aetna.com / Providers / along right side under helpful links select “Online Provider Directory”. If the Dr. and location is listed it has been loaded to the system, or you can call Aetna Credentialing to inquire: **800-353-1232**
- Claims address for paper claim submission:
P.O. Box 981106
El Paso, TX 79998-1106
- EDI Payer ID 60054
- Precertification/Preauthorization details and process:
 - Precert/Preauth phone #: 1-888-632-3862 (for all precert except high tech radiology/sleep studies). Aetna recommends submitting E.Precerts via NaviNet.
 - High-tech imaging (MRIs, CTs, PET), diagnostic cardiac, cardiac implantable devices, sleep management, interventional pain, and hip and knee arthroplasties PreCerts are handled by Med Solutions:
Phone: 1-888-693-3211
Website: www.medsolutionsonline.com
- Escalations: If there are issues that are unable to be resolved by contacting the Provider Service Number you can escalate to a specialized senior team by using the “Contact” link under Tools at the bottom of every screen in NaviNet.

If the Contact Us Form doesn't resolve then you would forward through your Lakeland contact and a Network Account Manager will get involved.

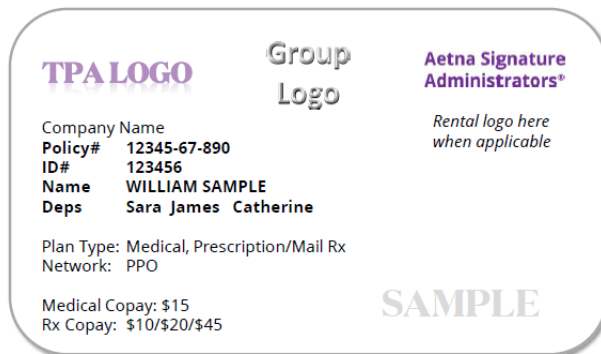
- Appeals should be mailed WITH completed Appeal Form and all supporting documents to address below. For full details on appeals process or form please visit [Aetna.com / providers / Dispute & Appeals Overview](http://Aetna.com/providers/Dispute%20&%20AppealsOverview).

Aetna Provider Resolution Team
 PO Box 981106
 El Paso, TX 79998-1106

Aetna ID Card Example



ASA ID Card Example



Overview of Aetna Plans:

- Lakeland Care logo should be on ID card along with the Aetna Logo for all members that live in Berrien & Cass counties. Aetna members outside of these counties will not have the logo but are still in network with Lakeland.
- Participation applies to all plans except NAP only Plans. If 'NAP' is the only plan type indicator on the front of the ID card, then Lakeland would not be par.
- If the ID card has NAP along with another plan type (PPO, Choice POS II, Select, etc) then you are par as the additional plan indicator overrides NAP.

Aetna Provider Service Center: 888-632-3862

Aetna Medicare Service Center: 1-800-624-0756