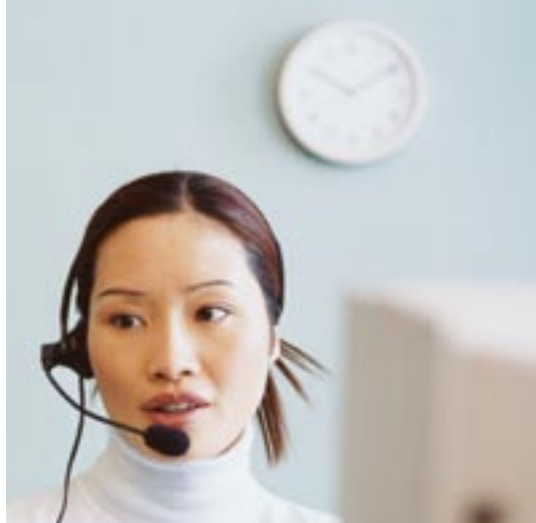


Aetna Voice Advantage



**Dental Offices:
Look what Aetna
Voice Advantage®
can do for you!**

A system designed with your time in mind

Aetna Voice Advantage, Aetna's voice recognition self-service technology, allows your dental office to:

- Check on several patients in a single call to a single number. Call the National Dentist Line, **800-451-7715**, your direct line to Aetna Dental®.
- Check coverage and benefits at the ADA code level and/or request a general breakdown of benefits. Choose to hear the information and/or have it faxed.
- Check the status of a claim(s). Choose to hear the information and/or have it faxed.
- Obtain a claim mailing address.
- Speak with a customer service professional if needed.

Other Aetna Voice Advantage features

- **24-hour Service** — Automated service is available day and night (24x7).
- **Natural Speech** — A single automated voice uses friendly, conversational language, rather than robotic tones and instructions.
- **Voice Recognition** — Just speak naturally and you'll discover how conversational the call will be.
- **Voice to Touch** — Allows you the flexibility to switch from speaking to using the keypad.

Aetna Voice Advantage is simple to use

Just follow these three simple steps:

Step 1 To ensure you are directed to the correct service menus, first identify yourself as a provider by saying "provider" or pressing 2. Then say or touch tone your tax ID number (TIN).

Step 2 Say or touch tone the primary plan member's **Social Security number** or **Member ID number**. (The lead "W" is not required when inputting or speaking the member ID.) The primary plan member is the same as the subscriber or the insured. Typically this is the person whose employer supplies the coverage. Please note that this step has been redesigned to be quicker for the caller.

Step 3 Say or touch tone the patient's **date of birth**. You can say the patient's date of birth in many ways. For example, if the patient was born on July 4, 1965, you can say "seven, four, sixty-five" or "July 4th, 1965" or touch "07 04 65."

Steps for obtaining coverage and benefits at the ADA code level

- Identify yourself as a provider and select "coverage and benefits" from the main menu. See Step 1.
- Say or touch tone "whether you'd like to hear coverage and benefit information or have it faxed."
- Say or touch tone if "you want summary or detailed coverage." Detailed coverage is at the ADA code level. You may also request a general breakdown of benefits which is the coinsurance percentage for Preventive, Basic and Major services.
- Identify the patient and the eligibility summary will be spoken and/or faxed. See Steps 2 – 3.
- Say or touch tone the last 4 digits of the ADA code. The system repeats the code and asks if it is correct. If the member has a PPO or DMO® plan, you will be asked if you want in-network or out-of-network benefits. The details are then spoken and/or faxed to you.
- You may check other services for the same person or check on another patient.

Start using the Aetna Voice Advantage system today!

Aetna Voice Advantage may not be available for all plans/programs.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies (Aetna).

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We want you to know®

