



INTRODUCING

**THE ONE-CLICK WAY**

TO FILE CLAIMS AND ENCOUNTERS



**WebMD**<sup>®</sup>  
Envoy



# why file claims and encounters electronically?

## **The Benefits Can Quickly Add Up!\***

- \$1.50 Average Savings per Claim
- 20-21% Fewer Rejections
- 52% Improvement in Cash Flow
- 50-75% Less Billing Time

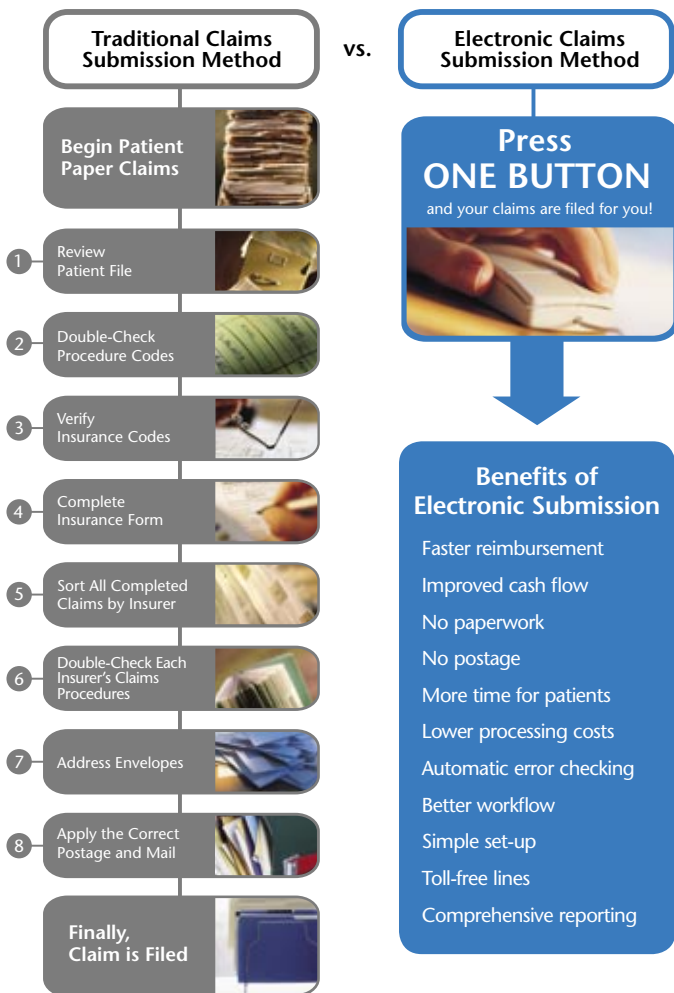
\*According to the National Dental EDI Council (EDI 101), January, 2001.  
There is no guarantee of savings.

*"In a word: Smart. No dental office should be without electronic claims. A few mouse clicks can accelerate payments substantially and save hours of time every week."*

Pam Rubert, Office Manager  
Oshtemo Family Dentistry, Kalamazoo, MI



# You can turn an 8-step process into one simple click of the mouse!



**Aetna™ and WebMD® Envoy would like to tell you about a great opportunity to begin sending claims electronically, while saving time and money.**

Did you know you can submit your Aetna insurance claims and encounters electronically through your practice management system or office computer?

Every day, more and more dentists are realizing the enormous benefits of electronic claims submission. Our "one-click" solution saves time and money.



# questions & answers

ABOUT THE  
**ONE-CLICK  
SOLUTION**

**Q: What types of transactions can Aetna receive electronically?**

**A:** Aetna can receive claims and encounters electronically. Your office can begin sending all claims and all managed dental care encounters. If another insurance company you participate with doesn't accept electronic claims, WebMD Envoy simply generates a standard paper-based claim from your electronic submission and mails it.

**Q: I'm running practice management software throughout my office. How easy is it to get electronic claims installed and working?**

**A:** Extremely easy. More than 140 practice management systems can send claims and encounters electronically.

**Q: My practice currently doesn't have a computer. How can I take advantage of submitting electronic transactions?**

**A:** Dental offices simply need a basic computer with modem, a telephone line, a printer and practice management or EDI-enabling software.



**Q: How are my electronic transactions routed to the appropriate payor?**

**A:** WebMD Envoy is one of the leading electronic clearinghouse processors for dental insurance claims in the United States. WebMD Envoy was formerly known as Envoy and MedE America. Last year, they routed more than 50 million claims directly from dental offices across the country. Your claims are routed to the proper payor by WebMD Envoy. The process of paying claims is not altered. The method by which they are received is different—it's quicker.

**Q: Once I generate my claims electronically, how can I be sure I sent the right information or even if WebMD Envoy received my data?**

**A:** Most practice management systems will provide a Submitter Report that lets you know if something is wrong with a claim (i.e., missing procedure codes, incomplete policy numbers, etc.). Once corrected, your data is sent to WebMD Envoy and you receive an itemized Transmission Summary that lets you know that each claim was received completely and intact.



**Q: Is electronic claims processing accepted throughout the dental industry?**

**A:** Your peers say so! WebMD Envoy has over 54,000 satisfied dentists nationwide.

**Q: But what about claims that require X-rays and/or attachments?**

**A:** Aetna suggests that you submit all claims electronically. If Aetna needs additional information, they will contact you and, upon receipt of the information, handle the claim on an expedited basis. In addition, Aetna has published claim attachment guidelines, which are available upon request. Aetna is researching the ability to accept these attachments electronically.

**Q: What other costs are involved in processing electronic claims?**

**A:** In some cases there may be a processing and enrollment fee, however the amount of time you and your office staff save can increase the efficiency of your office.

**Q: My office is already submitting claims electronically, and I would like to begin to submit claims to Aetna. What are the payer ID numbers that I should use?**

**A:** The payer ID numbers you should use are Aetna Encounter Payer ID #68246 or Aetna Claim Payer ID #60054.

>> **register today!**

Two easy ways to register for Electronic Claims Submission:

- **Call** 888.545.6127
- **Visit** [webmdenvoy.com](http://webmdenvoy.com) or [aetna.com/provider/dentist\\_providers.html](http://aetna.com/provider/dentist_providers.html)



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TO LEARN MORE about our company, our services and our commitment to improving healthcare, visit our Web site at [webmdenvoy.com](http://webmdenvoy.com).

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