

# Frequently Asked Questions About Submitting Claims to Aetna\* Through WebMD Dental



## WebMD Dental Real-Time Eligibility and Claim Status

WebMD Dental now offers eligibility and claim status electronically for Aetna claims through a powerful Internet based product, WebMD Office. Verify patient eligibility and benefits coverage or check the status of claims in real time. When information is needed, an eligibility transaction is entered and sent from your office through the WebMD Dental network to our database. Your office will receive a response within seconds.

### Your office could realize:

- **Faster, more reliable access to information 24 hours a day/ 7 days a week.**
- **Improved patient relations and maximum time for patient care.**
- **Reduced overhead costs for the dental office.**
- **Increased administrative productivity.**
- **Better accuracy through reduced manual errors.**
- **Fewer claim rejections due to eligibility issues.**

WebMD Dental offers real-time eligibility and claim status as an integrated solution using your dental office's practice management software or as a stand-alone website. To learn more about WebMD's real-time transaction services, call 1-888-416-0673.

### Q. What are the correct Payer IDs for Aetna claims and encounters?

**A:** Aetna Claims: Payer ID 60054  
Aetna DMO Encounters: Payer ID 68246

### Q. What types of attachments are required for Dental EDI claims?

**A:** While some claims require attachments, we encourage you to submit all claims electronically, without attachments. If we request an attachment after your claim has been submitted, we have a streamlined process to handle electronic claims with required attachments on a priority basis. We will request any additional information as it is needed.

To assist your office, a complete list of attachment requirements is available upon request.

PLEASE NOTE: ENCOUNTER SUBMISSIONS DO NOT REQUIRE ANY ATTACHMENTS.

### Q. Can I send attachments electronically?

- A:** We have relationships with two attachment vendors:
1. **National Electronic Attachment (NEA)** — Electronic attachments can be sent to Aetna if you have a FastAttach account with NEA. This website, [www.nea-fast.com](http://www.nea-fast.com), lets you transmit X-rays, periodontal charts, intraoral pictures, etc., via the Internet, for insurance carriers to view in support of electronic claims. If you have such an account, simply enter the image number(s) for the account in the NEA # field on the online single-claim form, or in the primary comments/insurance notes (or claim supplemental information field) for batch claims submitted through your practice management system. Dental care providers may also call NEA at 1-800-782-5150.
  2. **Dentrix®** — If you use Dentrix as your practice management software system, refer to Dentrix for more information on this service.

We want you to know<sup>SM</sup>



# Frequently Asked Questions *(continued)*

## **Q. What type of attachments can be sent electronically?**

**A:** Attachments that can be sent electronically include X-rays, periodontal charting, intraoral pictures, narratives, other carrier EOBs for coordination of benefits, full-time student verification, etc.

## **Q. When Aetna is the secondary payer, must Explanation of Benefits statements always be sent with traditional and managed dental claims for Coordination of Benefits (COB)?**

**A:** While we do not always require the actual statement of payment or rejection from the primary carrier, we may sometimes need the actual document. Please provide the primary carrier's payment amount in the remarks field, and if we require the actual document, we will request it when needed.

PLEASE NOTE: ENCOUNTER SUBMISSIONS DO NOT REQUIRE COB INFO.

## **Q. Are copies of specialty referrals required along with my claim for payment for DMO® specialty procedures?**

**A:** While an actual copy of the specialty referral is not required, specialists will need to indicate in the remarks field that a patient has been referred to them.

## **Q. Can rejected claims be corrected and resubmitted electronically?**

**A:** Yes, claims can be resubmitted electronically and you are encouraged to do so if claims are rejected for missing or invalid information. Please remember to review your electronic claim reports for such rejected claims, correct the claims and resubmit them electronically. If you have been notified that both the vendor and Aetna accepted the electronic claim, you should wait for the claim to be processed. Do not resubmit — either electronically or on paper.

## **Q. Can orthodontic claims be submitted electronically?**

**A:** Yes, orthodontic claims should be submitted electronically for all products. Information concerning the treatment plan can be reflected in the remarks field. Aetna will contact you if additional information is required. **Please note:** Orthodontic claims do not routinely require models or X-rays.

## **Q. How can I submit a predetermination/pretreatment estimate electronically?**

**A:** Submit the pretreatment estimate electronically simply by omitting the dates of service. This will indicate that the treatment has not been completed. Please follow the same procedures as outlined for X-rays and narratives. We will contact you or the member if additional information is required.

## **Q. Can claims be submitted without a CDT procedure code?**

**A:** No, a valid CDT procedure code must be reflected and the code must support the tooth in question, if applicable. Claims submitted with missing or invalid procedure codes will be sent back to you.

## **Q. Who should I contact if I have additional questions about electronic claims?**

**A:** To determine who to contact, please use the following as a guide.

1. If your claim is rejected at the vendor or clearinghouse level, contact your vendor or WebMD Dental Customer Solutions, Former Envoy, NEIC, or NCCS (1-877-220-7770) or Former MedE America (1-888-323-6333).
2. If your claim is rejected at the payer level, contact WebMD's Aetna Customer Support at 1-800-599-2435.
3. If you have questions concerning claim handling (payment or denial), contact Aetna's Customer Service area indicated on the member's ID card.
4. For questions about how to operate or maintain your software, please contact your software vendor directly.

\*"Aetna" is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The companies that offer, underwrite or administer benefits coverage include Aetna Life Insurance Company, Aetna Dental Inc., Aetna Dental of California Inc. and/or Aetna Health Inc.

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