

## Aetna Voice Advantage<sup>®</sup>

A 24-hour self-service telephone system to save you time

### Option 1: Claims

#### Claim status

- Select: voice or fax
- Enter: member ID or Social Security number (SSN)
- Enter: patient date of birth (DOB)

*Aetna Voice Advantage speaks — patient first and last name*

#### Claim summary

- Enter: date of service
- Receive: claim status and submitted amount

#### Claim details (if selected)

##### Receive:

- Received date
- Total submitted amount
- Processed date
- Allowed amount
- Paid at provider (preferred/nonpreferred rate)
- Total paid to provider/member
- Amount not payable
- Paid by fund (Aetna HealthFund<sup>®</sup> account)
- Flexible spending account amount paid to provider/member
- Copayment amount
- Deductible amount
- Coinsurance amount
- Total patient responsibility
- Check/electronic funds transfer (EFT) date
- Check number or EFT trace number
- Total interest/penalty amount
- Clean claim date
- Other carrier paid amount — coordination of benefits (fax only)
- Claim ID (fax only)
- Claim adjustment reason codes (fax only)
- Service codes (fax only)

### Option 2: Coverage and benefits

#### Coverage and benefits

- Select: voice or fax
- Enter: member ID or SSN
- Enter: patient DOB

*Aetna Voice Advantage speaks — patient first and last name*

#### Voiced summary of coverage

##### Receive:

- Coverage status
- Plan type/network type
- Effective dates
- Group number
- Plan sponsor name
- Primary care dentist (PCD) and address (if applicable)
- PCD coverage code (if applicable)
- Fund existence (if applicable)
- Full-time student definition
- Aetna Voice Advantage reference number
- Dependent definition

#### Voiced general breakdown of benefits

##### Receive:

- In- or out-of-network benefits (as applicable)

#### Voiced benefits details

##### Enter:

- American Dental Association (ADA) code to receive in- or out-of-network benefits (as applicable)

##### Receive (may include but not limited to):

- ADA code description
- Patient covered: yes/no
- Procedure level
- Frequency
- Coinsurance percent
- Office copay
- Fixed copay
- Scheduled plan amount
- Deductible and deductible remaining
- Annual maximum and maximum remaining
- Lifetime maximum and maximum remaining
- Fund amount and fund remaining
- Waiting period
- Late entrant

## Option 3: **Contact information**

**Select:**

1. Claim mailing address
2. Payer ID
3. Provider website
4. Electronic transactions
5. Fraud investigations

### **Call Aetna Voice Advantage today**

Call the National Dentist Line at  
**1-800-451-7715** to access  
Aetna Voice Advantage.

Be prepared with:

- National Provider Identifier
- Tax ID number (if Aetna Voice Advantage does not recognize you by your phone number)
- Fax number
- Patient ID and DOB
- ADA code and claim date of service, as applicable

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

**Dental benefits and dental insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company, Aetna Dental Inc., Aetna Dental of California Inc., Aetna Health Inc. and Aetna Health of California Inc. (Aetna).**

Information is believed to be accurate as of the production date; however, it is subject to change.

[www.aetna.com](http://www.aetna.com)

©2015 Aetna Inc.  
00.03.811.11 (9/15)

**aetna**<sup>®</sup>