

# Welcome to the Electronic Explanation of Benefits (EOB) Claim Inquiry Tool

## Benefits of electronic EOB

This tool, which is located on the secure dental website, will enable you to receive your daily list of EOB statements online in PDF format, 24 hours a day, 7 days a week. You can either print the statements or save them to your computer. In addition, you can perform searches by:

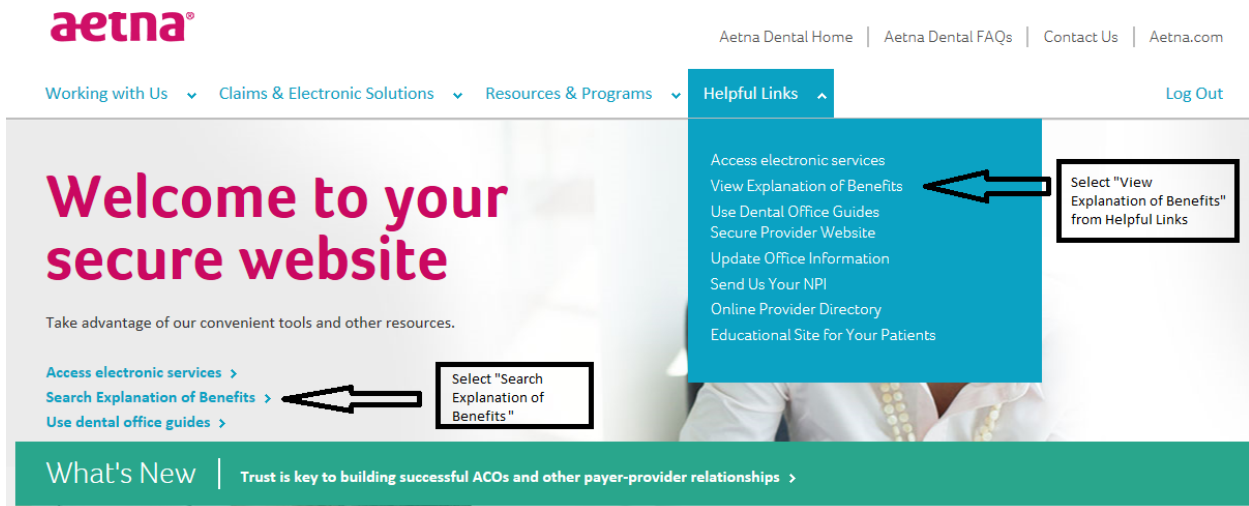
- Claim (including predeterminations)
- Claim status (including finalized, in process, pended, denied, rejected)
- Patient (including name, date of birth, member ID, patient account number, service code)
- Payment (including date, check number/EFT trace number)
- Provider ID

With this tool you will have access to:

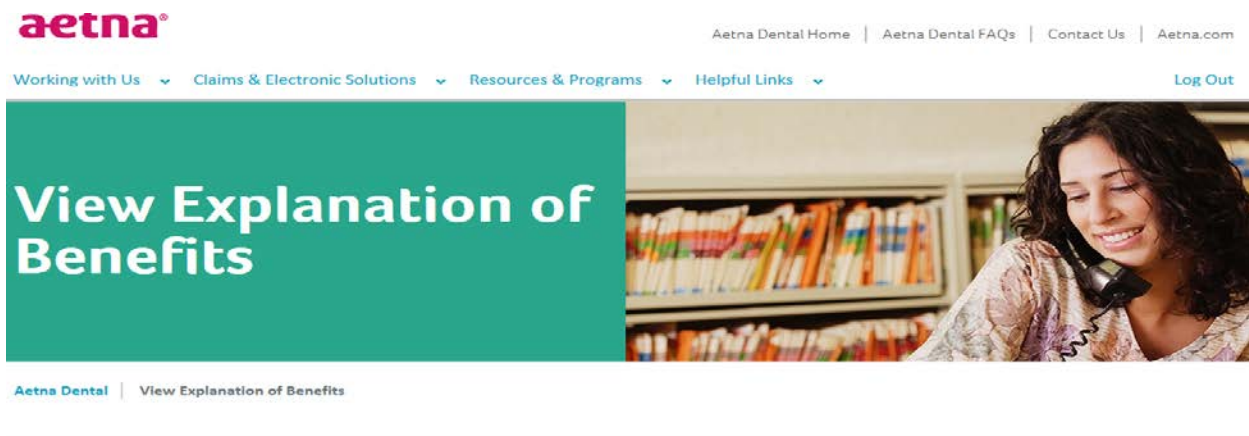
- A “View Claim Details” screen
- View a PDF format of your paper EOB
- Submitting claim reconsiderations (day-to-day rework/appeals) online

## Accessing the eEOB Tool

The EOB Tool can be accessed through the Helpful Links or by selecting the “Search Explanation of Benefits” link.



When accessing through Helpful Links, select “Access the EOB Tool”



**Use this EOB tool — a faster, easier way to do business**

Get your daily list of predeterminations and claim Explanation of Benefits (EOB) statements here — in an easy-to-use, searchable format.

- Search for dental predeterminations.
- Search for any claim EOB.
- Produce a predetermination of benefits statement.
- Produce an EOB statement.

And, if you choose, you never have to receive paper predeterminations or EOBs again. Just sign up for Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT).

1. Print and complete the request form.
2. In Part III, simply indicate "Yes" in the space provided
3. Mail or fax the completed form to us.

[Find out more about electronic solutions >](#)

 [Enroll in ERA/EFT](#)

 [Learn about the Explanation of Benefits tool](#)

[Access the EOB tool >](#)



## Claim Explanation of Benefits (EOB)

- [About Claims EOB](#)
- [EOB Search](#)
- [Claim Search](#)



Click "EOB Search" or "Claim Search" to access the EOB Tool

### About Claims EOB

This tool is for external usage only and allows dentists and office staff to access Claim Explanation of Benefits (EOBs) statements online.

### Claim EOB provides:

- a daily list of EOBs by Tax ID Number (TIN)/Provider ID Number (PIN)
- the ability to search for any claim EOB
- an EOB statement for any finalized claim

## Access EOB List Screen

The Access EOB List screen is used to request your daily list of EOB statements. Tax Identification Number (TIN) is required and is selectable from the drop-down box. You can only select one TIN. If you want to search using a different TIN, please select the Access EOB tab again and select a different TIN. After clicking the *Submit* button, the daily list of EOB statements for the TIN selected will be generated.

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### Claim Explanation of Benefits - Access EOB List

Please select a TIN and click the Submit button to view the associated EOB list.

**\* required information**

Access EOB List Search by Claim Search by Patient Search by Payment Search by Provider Tool Help ?

**Provider Information:** PIN: [redacted]

**\* TIN:** --Select-- View SSN/TIN

You are about to unmask a potential SSN value. Your action will be logged.

Cancel Reset Submit


Select one TIN from the drop-down box and Submit  
Note: if you are associated with one TIN only, it will pre-populate for you

Protected Health Information (PHI) that Aetna makes available to participating providers is subject to the provisions of the federal HIPAA Privacy and Security Regulations. PHI made available to participating providers may only be used or disclosed for purposes that are permitted by the HIPAA Privacy Rule. Recipients of the PHI made available through this website must protect the information with the administrative, technical and physical safeguards required by the HIPAA Security Rule.



## Dental EOB List Screen

The EOB List screen provides a daily list and summary of EOB Statements for the previous business day. A calendar is provided to search for a different day's EOB list. The EOB statement is viewable by clicking the "View EOB" link. The statement will be provided in Adobe Acrobat PDF format. If you do not have Adobe Acrobat software, you can access and download the software via the link provided at the top of the EOB list screen.

### Claim Explanation of Benefits - EOB List Results

 The EOB documents below are provided in PDF format. Acrobat Reader 4.0 or higher is required to view documents provided in PDF format. [Download Acrobat Reader.](#)  
**EOBs displayed below are as of the prior business day.** To view another day's EOBs, select a date using the month, day and year fields below and click the Go button.  
**To view or print the EOBs, click the View EOB link.** The selected EOB(s) will open in one PDF file. To print the EOB, click the printer icon accessible within the PDF file.




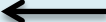
† **Note:** 1) Claim EOBs issued prior to May 20, 2006 are not available online.  
 2) HMO EOBs are available to TIN Owners only (for additional information, please reference Tool Help below).

<a href="#">Access EOB List</a>	<a href="#">Search by Claim</a>	<a href="#">Search by Patient</a>	<a href="#">Search by Payment</a>	<a href="#">Search by Provider</a>	<a href="#">Tool Help ?</a>
From Date: 11/11/2013 To Date: 11/11/2013					PIN: 
View another day's EOBs: November 11 2013 <input type="button" value="Go"/>					
† EOB 	EOB Date	Paid Provider Name	Check Number/EFT Trace Number	Total Payment Amount	
<a href="#">View EOB</a>	11/11/2013		08608-033762950	\$2246.40	

### Dental Search by Claim

This function allows you to search for an EOB statement for a specific claim or claims. Up to five (5) claim IDs can be entered per search request or a date of service range can be entered to search for a claim.

\* required information

<a href="#">Access EOB List</a>	<a href="#">Search by Claim</a>	<a href="#">Search by Patient</a>	<a href="#">Search by Payment</a>	<a href="#">Search by Provider</a>	<a href="#">Tool Help ?</a>
Provider Information:					PIN: 
* TIN: <input type="text" value="Select"/> <input type="button" value="View SSN/TIN"/> 					
Servicing Provider ID Number: <input type="text"/>					
* Claim Information - Please enter claim date and claim type OR Aetna Claim ID:					
Date of Service: (Maximum 31 Days) <small>For Dental predeterminations please enter a 'From' date to indicate when the predetermination was submitted to Aetna and a 'To' date to indicate the current date.</small> <input type="text"/> / <input type="text"/> / <input type="text"/> to <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)					
Claim Type: <input type="radio"/> Hospital/Facility <input type="radio"/> Professional/Physician Services <input type="radio"/> Dental <input type="radio"/> Dental Predetermination 					
Claim Status:(Optional) <input checked="" type="radio"/> All Claims <input type="radio"/> Completed- Paid/Denied/Dental Predetermination <input type="radio"/> Pending <input type="radio"/> Completed- Denied <input type="radio"/> In Process <input type="radio"/> Not Accepted					
- OR -					
Aetna Claim IDs: <small>Note: Claim search cannot accommodate a search request consisting of a 9 character claim ID combined with an 11, 12 or 14 character claim ID within the same search request.</small> 1. <input type="text"/>  2. <input type="text"/> 3. <input type="text"/> 4. <input type="text"/> 5. <input type="text"/>					
<input type="button" value="Cancel"/> <input type="button" value="Reset"/> <input type="button" value="Submit"/>					

Fields marked with an asterisk are required to perform an EOB search. You have to enter TIN and claim information including date of service and claim type.

Select a TIN from the drop down menu and then select the Claim Information to search on.

Narrow the search parameters by claim status.

Enter claim IDs up to a maximum of 5.

## Dental Search by Patient

This function allows you to search for an EOB by patient. You have the option to enter the member ID or the patient's last name, first name, and date of birth. Once the results are returned, select *View EOB* under the *Action* column to access the electronic EOB statement in PDF format for finalized claims.

**\* required information**

Access FOR List   Search by Claim   **Search by Patient**   Search by Payment   Search by Provider   Tool Help ?

PIN: [ ]

**Provider Information:**

TIN:   ←

Servicing Provider ID Number:

**\* Claim Information:**

Date of Service: (Maximum 31 Days)  
For Dental predeterminations please enter a 'From' date to indicate when the predetermination was submitted to Aetna and a 'To' date to indicate the current date.  /  /  to  /  /  (mm/dd/yyyy) ←

Claim Type:  Hospital/Facility  Professional/Physician Services  Dental  Dental Predetermination

**\* Patient Information:** Please enter either Aetna Member ID OR Patient Last Name, First Name and Date of Birth.

Member ID:

OR

Last Name:  First Name:  ←

Date of Birth:  /  /  (mm/dd/yyyy)

**Optional Additional Search Criteria:**

Service Code:  (CPT, REVENUE CODE, HCPCS, ADA/CUI)

Patient Account #:  ←

Select a TIN from the drop down box and then select claim and patient information to search on date of service and claim type.

Required fields include member ID or patient last name, first name and date of birth.

Optional fields for service code or patient account number can also be used.

## Dental Search by Payment

This function allows you to search for an EOB by payment date or payment ID (check or EFT trace number). This search will allow you to enter up to five (5) checks or EFT track numbers per search request.



Contact Us

### Claim Explanation of Benefits - Search by Payment

Please complete the fields below to initiate your payment search. Click on the Submit button to access your search results.

\* required information

Access EOB List Search by Claim Search by Patient Search by Payment Search by Provider Tool Help ?

PIN: \*

Provider Information:

\* TIN: --Select-- View SSN/TIN ←

Service Provider ID Number: \*

Payment Information (Please enter payment date OR check number/EFT trace number):

Payment Date: (Maximum 31 Days) / / to / / (mm/dd/yyyy)

- OR -

Check Number/EFT Trace Number: (Maximum of 5)

1.

2.

3.

4.

5.

Cancel Reset Submit

Select a TIN from the drop down box and select payment date or enter the check/EFT trace number(s).

*Note: The results for this search will be viewable on the Search Payment Results screen since all EOBs should be finalized if searching by payment.*

Enter Check/EFT trace number here, maximum five (5).

## Dental Search by Provider (TIN – Owner view only)

Note: This EOB search is for individuals who have registered for this website associated with PIN of the TIN Owner.

Search by provider allows you to search for an EPOB at the servicing dentist level by provider ID number (PIN). Searches for up to five (5) servicing dentists (PINs) can be accommodated per request. To assist in the look up of a TIN, select the DocFind link.



Contact

### Claim Explanation of Benefits - Search by Provider

Please complete the fields below to initiate your provider search. Click on the Submit button to access your search results.

\* required information

The screenshot shows the 'Search by Provider' form. It includes a navigation bar with tabs for 'Access EOB List', 'Search by Claim', 'Search by Patient', 'Search by Payment', and 'Search by Provider'. The 'Search by Provider' tab is selected. The form contains the following fields and options:

- TIN:** A text field containing 'XXXXXXXX1344' and a 'View SSN/TIN' button. An arrow points to this field.
- Date of Service:** A date range selector with a note: 'For Dental predeterminations please enter a From date to indicate when the predetermination was submitted to Aetna and a To date to indicate the current date.' An arrow points to the 'To' date field.
- Claim Type:** Radio button options for 'Hospital/Facility', 'Professional/Physician Services', 'Dental', and 'Dental Predetermination'. 'Dental' is selected.
- Servicing Provider ID Number:** A dropdown menu labeled 'Please Select:' with 'PIN' selected. An arrow points to this dropdown.
- Provider ID List:** A list of five numbered input fields (1-5) for entering provider IDs. A note says '(Look up Provider IDs using DocFind®)'. An arrow points to the first field.
- Buttons:** 'Cancel', 'Reset', and 'Submit' buttons at the bottom.

This search is for TIN Owners.

Select the TIN from the drop down box and then select the provider information and date of service to search on.

Select PIN.

Enter Servicing Provider ID numbers (PIN), maximum five (5).

DocFind available to search for PINs.



## Dental Claim List Screen (Results)

The Claim List screen displays claim results associated with a requested search by claim, patient or provider. Results consist of real-time claim-level information extracted from the Aetna claim system.

Once the provider claim(s) is/are finalized, a partial or page-level EOB statement is available in PDF format by clicking the *View EOB* link under the *Action* column. The EOB Tool will generate the specific page(s) of the EOB based upon the location of the requested claim information.

The *View Claim Details* link is provided to give you more robust details about the claim.

The *Reconsider Claim* link is provided under the *Action* column to submit a request to reconsider/Day-to-Day-Rework (DDR) a claim electronically. (See Reconsider a claim section for more information). If any of the *Actions* are not accessible, the link will be grayed out.

**Claim List**

The EOB documents below are provided in PDF format. Acrobat Reader 4.0 or higher is required to view a PDF file. [Download Acrobat Reader](#).

To view or print an EOB/Claim, click the corresponding View EOB link. The selected EOB/Claim will open in PDF format. To print the EOB, click the printer icon accessible within the PDF file.

To view the claim details, click on the Claim Detail link corresponding to that claim.

To submit a request to have a claim reconsidered, click on the Reconsider Claim link corresponding to that claim.

**Note:** 1) Claim EOBs issued prior to May 20, 2006 are not available online.  
2) HMO EOBs are available to TIN Owners only (for additional information, please reference Tool Help below).

Access EOB List	Search by Claim	Search by Patient	Search by Payment	Search by Provider	Tool Help						
DOS From Date: 10/01/2013 DOS To Date: 10/30/2013 Claim Type: DENT Claim Status: All Claims											
Action	Type	Date of Service	Claim ID	Patient Name	Product	Servicing Provider Name	Claim Status	Total Submitted	Total Provider Payment	Payment Issue Date	Check Number / EFT Trace Number
<a href="#">View EOB</a> <a href="#">View Claim Details</a> <a href="#">Reconsider Claim</a>	Claim	10/29/2013 10/29/2013	E7AA9FW8T01	Patient Name	Dental PPO	DDS	Denied	\$242.00	\$0.00	11/04/2013	09822-012553201
<a href="#">View EOB</a> <a href="#">View Claim Details</a> <a href="#">Reconsider Claim</a>	Claim	10/29/2013 10/29/2013	E7AA9FW8T00	Patient Name	Dental PPO	DDS	Completed	\$2416.00	\$1055.10	11/04/2013	09822-012553201
<a href="#">View EOB</a> <a href="#">View Claim Details</a> <a href="#">Reconsider Claim</a>	Claim	10/29/2013 10/29/2013	E2349FL7M00	Patient Name	Dental PPO	DDS	Completed	\$92.00	\$57.00	11/04/2013	09608-033682272

When available:

View the EOB by clicking the “*View EOB*” link.

View Claim Details by clicking the “*View Claim Details*” link.

Reconsider claim by clicking on the “*Reconsider Claim*” link.

Check Claim Status in real-time.

Claim Details

**Claim Information**

Member ID: W169283222  
 Patient Name: [Redacted]  
 Servicing Provider Name: [Redacted] ←  
 Type: N/A  
 Payment Issue Date: 11/04/2013  
 Adjudication Date: 10/31/2013  
 Check / EFT Trace Number: 09822-012553201  
 Reason Codes: N/A

**Additional Detail**

Service Date	Type	Service Code	Revenue Code	Submitted Amount	Negotiated Amount	Allowed Amount	Discount Amount	Remarks	COB Paid	Paid Amount	Copay Amount	Coinsurance Amount	Deductible	Total Patient Responsibility
10/28/2013 - 10/29/2013	Claim	D2150 - AMALGAM-TWO SURFACES-PERM	N/A	\$183.00	\$84.00	\$0.00	\$89.00	<a href="#">More Info</a>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$94.00
10/29/2013 - 10/29/2013	Claim	D0140 - LIMITED ORAL EVAL - PROB FOC	N/A	\$59.00	\$31.00	\$0.00	\$28.00	<a href="#">More Info</a>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$31.00

Print Close

Information at Claim level.

Remarks available by clicking link.

You'll find more robust claim detail with an explanation at a claim line level, detailing service code and revenue codes.

Reconsider a Claim

The *Reconsider Claim* link is provided under the *Action* column of the claim list screen to allow you to electronically submit a request to have a claim reconsidered. The *Reconsider Claim* link will display for any dental claim with a claim payment issue date within 365 days of the current date. Most requests are handled within 3-5 business days of submission. More complex issues, (i.e. those requiring clinical review), are handled within 30 business days.

When you select the *Reconsider Claim* link, the data associated with that specific claim is packaged and routed, along with your responses to three screening questions and additional information you provide regarding the reason for your reconsideration request, to the appropriate area for review and response. For claim that are likely to exceed Aetna's timely filing policy, a message will display that includes the mailing address to send requests where contractual or state legislation supersedes that policy.

Following submission of your requests, a confirmation page will display, packaging the data associated with your request and providing a tracking number. Please print this page or save to your computer.

Claim List

The EOB documents below are provided in PDF format. Acrobat Reader 4.0 or higher is required to view a PDF file. [Download Acrobat Reader.](#)

To view or print an EOB/Claim, click the corresponding View EOB link. The selected EOB/Claim will open in PDF format. To print the EOB, click the printer icon accessible within the PDF file.

To view the claim details, click on the Claim Detail link corresponding to that claim.

To submit a request to have a claim reconsidered, click on the Reconsider Claim link corresponding to that claim.

T Note: 1) Claim EOBs issued prior to May 20, 2006 are not available online.  
2) HMO EOBs are available to TIN Owners only (for additional information, please reference Tool Help below).

Access EOB List		Search by Claim	Search by Patient	Search by Payment	Search by Provider	Tool Help ?						
DOS From Date: 10/01/2013 DOS To Date: 10/30/2013 Claim Type: DENT Claim Status: All Claims												PIN:
Action	Type	Date of Service	Claim ID	Patient Name	Product	Servicing Provider Name	Claim Status	Total Submitted	Total Provider Payment	Payment Issue Date	Check Number / EFT Trace Number	
<a href="#">View EOB</a> <a href="#">View Claim Details</a> <a href="#">Reconsider Claim</a>	Claim	10/29/2013 10/29/2013	E7AA9FW8T01	Patient Name	Dental PPO	DDS	Denied	\$242.00	\$0.00	11/04/2013	09822-012553201	
<a href="#">View EOB</a> <a href="#">View Claim Details</a> <a href="#">Reconsider Claim</a>	Claim	10/29/2013 10/29/2013	E7AA9FW8T00	Patient Name	Dental PPO	DDS	Completed	\$2416.00	\$1055.10	11/04/2013	09822-012553201	
<a href="#">View EOB</a> <a href="#">View Claim Details</a> <a href="#">Reconsider Claim</a>	Claim	10/29/2013 10/29/2013	E2349FL7M00	Patient Name	Dental PPO	DDS	Completed	\$92.00	\$57.00	11/04/2013	08608-039682272	

Reconsider Claim by clicking on the "Reconsider Claim" link when available – Action column.

## Turn Off Paper EOB Statements

### Enroll in EFT for any TIN Billing Address

Electronic images of statements are being implemented at a fast pace in the health care industry. The electronic statements will provide a cost savings to offices by eliminating storage costs and labor-intensive retrieval of paper EOBs. Your office could become more productive in assuming less administrative work and increasing patient satisfaction without delays in EOB retrievals.

Sign up now and save time and money associated with having paper EOBs scanned electronically by a vendor. To obtain your daily EOBs, simply log in to the dental website and use the tool to print or save them to your PC or other archival system. Dental EOB statements are available online for at least 2 years starting with February 14, 2007.

## Contacting Aetna

### Use the Contact Us link

If you have questions about a specific claim/EOB, please use the 'Contact Us' link located in the top right corner of the website. When open, select the question regarding an EOB and enter the requested information pertaining to your EOB question. A Dental Service Consultant will respond.

### Additional Assistance

If you have a question related to an EOB or if you feel you are registered incorrectly (example: you are a TIN Owner and are not seeing full EOBs in the EOB list screen), or you are associated with other TINS but are not seeing them in your dropdown box in the tool, please contact our National Dentist Line **1-800-451-7715**.