

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetna[®]

You're invited to apply
for participation
**Aetna Dental[®] PPO
network**



www.aetna.com

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Join the Aetna Dental preferred provider organization (PPO) network and enjoy the benefits of participation.

The benefits:

- A well-established network with a competitive fee-for-service arrangement
- Millions of Aetna Dental PPO members nationwide
- A listing of your office on our DocFind® online directory to attract new patients
- A dedicated dentist line
- Prompt claims payments
- Direct deposit of claims payments
- Electronic submission of claims
- Electronic access to Explanation of Benefits (EOB) statement information
- Electronic real-time eligibility data
- Discounts on products and services for your practice through the Value PlusSM program
- A newsletter for participating dentists
- A website to keep you informed
- A shared concern for the oral health of Americans

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. PPO plans are offered or administered by Aetna Life Insurance Company (Aetna).

Giving You A Reason To Smile®

You're invited to join the Aetna Dental PPO* network. It is one of the nation's largest dental PPO networks, with participating dentists located in all 50 states, the District of Columbia and Puerto Rico.

And our competitive fee schedule is just one of the ways that we'll give you a reason to smile.

Attract new patients

As a dentist participating in an Aetna network, over 9.7 million** Aetna Dental PPO members can find you through our DocFind tool or our paper directories. You can even add a link to your website on your DocFind profile.

Get dedicated service

When you have a question or an issue, our dedicated dentist line is ready to help. We're prepared to find solutions for you the first time you call. And then we use this experience to find ways to help improve how we work with you.

Prompt payments

According to 2014 year-end data, about 89 percent of all claims are handled within 5 days. That percentage increases to about 99 percent for electronic claims. You're paid once the claim is processed.

You can get your payments even faster with electronic funds transfer (EFT). With EFT, your payment is deposited directly into the account of your choice.

Submit claims electronically or on paper

You can submit claims at www.aetnadental.com or on paper, using a standard Aetna or American Dental Association approved dental claim form.

*In Texas, the dental PPO is known as the participating dental network (PDN).

**According to the Aetna Membership Database as of November 2014.

Check EOBs, claims status and eligibility, 24/7

With our tools, you can easily access EOBs, check the status of a claim or receive real-time eligibility and benefits data, 24 hours a day, 7 days a week. You'll find them at www.aetnadental.com. Or just call the Aetna Voice Advantage® telephone self-service system at **1-800-451-7715**, and we'll fax the information to you.

Access to discounts on products and services

We've contracted with a number of companies to offer you access to discounts on products and services you use every day. Through the Value Plus program,*** you can save thousands of dollars on dental supplies and laboratory services.

By participating with Aetna, you can take part in the Value Plus program free of charge. It's that easy.

Tools to keep you informed

Visit www.aetnadental.com for self-service tools, news and information. You'll also get our regular newsletter, *Dental Dialog*, full of industry, policy and plan news.

Here are some answers to questions you may have:

What is the fee schedule of maximum allowable charges?

By joining our PPO network, you'll become part of a national network of participating dentists who have agreed to accept our fee schedule of maximum allowable charges as payment in full when treating Aetna PPO members. The fee listed in the schedule is the total amount you will receive, which includes both payments from us and applicable member payments.

How will I know if a patient is eligible for Aetna Dental PPO benefits?

We ask our dental PPO members to identify themselves when they make appointments and when they arrive in your office. You also may call our National Dentist Line or check on www.aetnadental.com to verify eligibility and coverage information.

Can I bill the patient?

You can bill the patient for the coinsurance and/or deductible. Arrangement for the collection of this coinsurance and/or deductible is between you and the patient and should be discussed before starting treatment. This will minimize any misunderstandings about coverage and fees.

Can you tell me more about the Aetna Dental Access® program?

The Aetna Dental Access network supports discount dental programs like the Vital Savings by Aetna® program. These programs are not insurance, so administration is easy. Enrolled patients simply show their ID card with the Aetna Dental Access logo, receive dental care and pay the same full negotiated rate listed on your PPO fee schedule at the time of treatment. There are no forms to fill out, no claims to file and no waiting periods.

Can you tell me more about the Aetna Dental® Administrators program?

Aetna Dental Administrators enables us to extend our services to, and form relationships with, a variety of select third-party administrators and other payers. In turn, these relationships could bring more patients to your office. In general, Aetna Dental Administrators works like a standard PPO plan. All dental treatment you provide to Aetna Dental Administrators patients will be compensated in accordance with your contracted Aetna PPO fee schedule.

We're here to help

When you become a participating dentist, you'll have access to a local network manager. They'll be your liaison with us and can help train your staff on an ongoing basis. If you ever have any questions or concerns, we are here to help. Just call your network manager or our dedicated National Dentist Line. We'll listen to your need and help find you an answer.

***Aetna's provision of access to the discounts included in the Value Plus program does not constitute medical advice; an endorsement of any vendor, product, drug, pharmaceutical or service offered as part of the program; nor is it a guarantee of any outcomes or medical/dental results. All vendors are independent contractors and are not employees or agents of Aetna or participating providers with Aetna.

Join the Aetna Dental PPO network

Fill out the application materials to join the PPO network and return them to us. Be sure to include copies of appropriate licenses and certifications as indicated on the application. Additional documentation may be sent to and/or requested from you.

Your application materials will be reviewed, and if you are accepted as a PPO participating dentist, you will receive notification from us welcoming you into our network.

If you have any questions, please call the Dentist Contracting Hotline at **1-800-776-0537** from 8 a.m. – 5 p.m. ET, Monday – Friday.

We recognize your pivotal role in the fight against disease

The research shows that oral health is key to overall health

As many as 90 percent of systemic diseases have a manifestation in the mouth.¹ That puts you on the front line of disease diagnosis and prevention. At Aetna, we believe “The Mouth MattersSM.” That’s why we give our plan sponsors and members information on the latest research connecting oral health with overall health.

The Mouth Matters when it comes to your patients’ overall health

Research shows that effective disease management programs can promote healthy outcomes and reduce health care costs. However, the matters of the mouth are often overlooked when it comes to disease management. We are trying to change that.

Through integrated medical and dental data, we evaluate disease patterns and share them with our members and their doctors. These are patterns that may have otherwise gone unnoticed. We’re sending the message that regular dental care is pivotal in the management of our members’ overall health.

In a study² we conducted of our membership, we found that members who got regular dental care had lower medical costs, better control of diabetes and fewer inpatient hospital admissions. You lead in the prevention, early detection and treatment of potentially debilitating conditions.

So we developed a program to motivate patients who haven’t been getting regular dental care to schedule dental visits. By educating our members about the importance of dental care, we can encourage them to see their dentists regularly. Because integrated medical and dental care is more than good sense — it’s good for overall health.

¹Academy of General Dentistry. Importance of oral health to overall health. Available at: www.knowyourteeth.com. Accessed May 2014.

²Ongoing, statistically valid analysis of Aetna Dental/Medical IntegrationSM customers. Aetna Informatics, 2010 – 2012.

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