



Enjoy the benefits

Aetna Dental® PPO network

aetna®

All the benefits you deserve — and more

We invite you to join the Aetna Dental preferred provider organization (PPO)* network, one of the largest dental PPO networks, with millions of members nationwide.

From our competitive fee schedule to prompt payments and benefits to enhance your practice, there are so many ways to brighten your smile. Be part of a well-established network of dentists when you join today.

More ways to expand your practice

As a participant, your practice will automatically be listed in our handy provider search tool, as well as in other Aetna Dental PPO network directories. You can even add a link to your website in our provider search tool. It all adds up to more exposure to new patients for your practice.

We're always here to help

Personalized, one-on-one service is what you'll find when you're part of our network. Have a question? Need help with a claim or form? Simply call our dedicated dentist hotline to speak with an experienced Aetna Dental agent. We're here when you need us and always looking for ways to improve.

Submit claims your way

Online or by paper? You choose what works best. Submit claims at aetnadental.com or use the standard Aetna® or American Dental Association approved dental claims form. Just another way we're working to make the claims process simple and easy for you.

Payments made your way

No one likes waiting to get paid on their claim. That's why the Aetna Dental PPO network turns your payment around the moment your claim is processed. To date, close to 98 percent of our dental claims were processed

within 15 days. Plus, our track record for financially accurate claims paid is over 99 percent.¹ That means less time chasing down payments. And more time focusing on patients.

Get paid even faster when you enroll for electronic funds transfer (EFT). With EFT, your payment is deposited directly into the account of your choice. It's really that simple. Get our EFT enrollment form at joinaetnadentalnetwork.com.

All the tools you need

Check claims status, access Explanation of Benefits (EOB) statements, get real-time eligibility and benefits data, and more — anytime, anywhere. With our tools, you can access the up-to-date information you need 24/7 at aetnadental.com. Or by calling our self-service Aetna Voice Advantage® system at **1-800-451-7715 (TTY: 711)**.

Exclusive discounts on products and services

Save thousands of dollars on everyday products and services. As part of our dental PPO network, you have access to our Value PlusSM program** for discounts on dental supplies, laboratory services and more. Even better, participating in the Value Plus program comes at no cost to you.

Healthy outcomes start with oral health

Research shows that oral health is connected to overall health, with almost 90 percent of systemic diseases originating in the mouth.² That makes you key in helping to prevent, detect and treat potential conditions.

We're doing our part, too. Using integrated medical and dental data, we identify disease patterns and share our findings with members and doctors. While also educating and reminding members about the importance of regular dental care for their overall health. Together, we can achieve healthier outcomes one checkup at a time.

*In Texas, the dental PPO is known as the Participating Dental Network (PDN).

**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.

¹Aetna Dental Dialog. Spring 2018. Available at: aetnadental.com/professionals/pdf/dental-dialog.pdf. Accessed November 2018.

²Academy of General Dentistry. Importance of oral health to overall health. Available at: knowyourteeth.com/infobites/abc/article/?abc=O&iid=320&aid=1289. Accessed November 2018.

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).



We're here to answer your questions

Find answers to commonly asked questions. For all other requests, call **1-800-451-7715 (TTY: 711)**.

What is the fee schedule of maximum allowable charges?

By joining, you accept our schedule of maximum allowable charges as payment in full when treating members. The fee schedule lists the total amount you will receive, which includes payments from us and applicable member payments.

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

We ask that PPO patients identify themselves when making appointments and upon arrival. You can also verify eligibility using our National Dentist Line at **1-800-451-7715 (TTY: 711)**, or at aetnadental.com.

Can I bill the patient?

Coinsurance and/or deductibles can be billed to patients and should be discussed before starting treatment.

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

This program provides discounts through dental programs like the Aetna® Vital Savings discount program. Enrolled patients simply show their ID card and pay the same rate listed on your PPO fee schedule. No forms, no claims and no waiting periods.

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

Using our network of extended relationships with third-party administrators and payers, this program can help you bring in more patients. Like any standard PPO plan, services you provide to Aetna Dental Administrators patients are paid according to your PPO fee schedule.



Participation has its benefits

- Competitive fee-for-service arrangement
- Listing in provider search tool
- Dedicated dentist hotline
- Electronic claims submissions
- Direct deposit and prompt payments
- Real-time eligibility data
- Discounts with Value Plus program, and more

Apply at joinaetnadentalnetwork.com.

Ready to join our dental PPO network?

Complete your online application at joinaetnadentalnetwork.com, or call our contracting hotline. Be sure to provide copies of all requested licenses and certifications. If accepted, you'll receive a notification and next steps.

Questions? Call our Dentist Contracting Hotline at **1-800-776-0537 (TTY: 711)** from **8 a.m. – 6 p.m. PT, Monday – Friday.**

The Aetna logo consists of the word "aetna" in a bold, lowercase, sans-serif font. The letter "a" is stylized with a horizontal bar that extends to the left and then curves back to the right, forming a shape reminiscent of a caduceus. A registered trademark symbol (®) is located to the upper right of the "a".

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