

Get ready to start or continue your orthodontic care

Aetna Dental® Plans

Get going on your orthodontic treatment plan!

Are you or an eligible family member in active orthodontic treatment? Perhaps you're just thinking about it. If you're enrolled in an Aetna[‡] Dental plan with orthodontic coverage,* the back of this flyer has tips to help your dentist with your transition of coverage to Aetna. Just take these two steps:

- Tell your orthodontist you're now an Aetna Dental Plan member.
- Share this flyer during your next visit. It will help the office staff do your first claim form. The details they give can help us quickly determine your coverage.

Did your dentist suggest another type of treatment for the upcoming year?

If you have a pre-treatment estimate from your dentist that your prior dental plan approved, send it with a completed Aetna claim form to:

Aetna Dental
P.O. Box 14094
Lexington, KY 4051

- Has your proposed treatment plan changed? If not, no further clinical review is needed.
- We'll let you know if your plan covers the care your dentist suggested.
- We'll send you an estimate of what your plan will cover. Coverage may depend, in part, on whether the dentist giving the care is in Aetna's dental network.

Braces, retainers
and more!



*Orthodontia is not covered under all dental plans. Please check your plan documents for details.

[‡]DMO plans are offered by: Aetna Dental Inc. and/or Aetna Life Insurance Company; in Arizona and Georgia by Aetna Health Inc.; and in California by Aetna Dental of California Inc. Dental PPO and indemnity plans are underwritten or administered by Aetna Life Insurance Company. Dental rider plans are offered or administered by these Aetna health benefits and health insurance companies: Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156; Aetna Health of the Carolinas Inc.; Aetna Health of Illinois Inc. and/or Aetna Life Insurance Company; and in Arizona by Aetna Health Inc. and/or Aetna Life Insurance Company (Aetna).



It's easy to transition your patient's coverage to Aetna

Orthodontist:

Your patient is now an Aetna Dental Plan member. Please include all of the following details with your first paper or electronic claim. It can help us determine benefits quickly. It may stop the need for you to submit more claims, too.

- Banding date
- Number of months of treatment
- Assignment information
- ADA code
- Total case fee
- Primary insurance provider explanation of benefits — if your patient has another dental plan
- Prior dental plan information; include deductible and coinsurance/copay amounts, plan maximum and amount paid to date

Send us just the Initial Claim for Orthodontic Treatment Plans. Our enhanced system automatically sets up a regular payment schedule for most orthodontic treatment plans.

For member eligibility questions, call the Member Services number on your patient's Aetna ID card.

Log on for faster claim reimbursement and more!

Increase claim efficiency and get fast access to information. When you register online at www.aetnadental.com, you can:

- Access EOB information
- Submit claims and encounters for multiple payers
- Perform real-time eligibility inquiries
- Make claim status inquiries

- View DMO® monthly compensation lists
- View Electronic Remittance Advice (ERA)
- Send us your e-mail address, National Provider Identifier (NPI), or update your contact information
- View dental office guides and access downcoding and bundling policies and more

Rather pick up the phone?

Call our Aetna Voice Advantage® National Dentist Line at 1-800-451-7715. You can:

- Check on several patients in one call
- Check coverage and benefits at the ADA code level
- Check claim status
- Get a claim mailing address
- Get help from customer service

Dental benefits and dental insurance plans contain exclusions and limitations. Not all dental services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and group size and are subject to change. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna does not provide care or guarantee access to services. Information subject to change. For more information about Aetna plans, refer to www.aetna.com.

Policy forms issued in Oklahoma include: GR-9 and/or GR-9N, GR-23, GR-29 and/or GR-29N.