



Tips to help you start using your orthodontia benefits

Aetna Dental® Plans

If you or any eligible family members get orthodontic care, this flyer can help you with:

- Tips if you are new to an Aetna Dental plan with orthodontic coverage*
- Information to help you and your dentist with the switch to Aetna coverage

To get started, follow these two steps:

1. Tell your orthodontist you're now an Aetna Dental member.
2. Share this flyer during your next visit. It will help the office staff correctly fill out your first claim form. This will help us review your claim faster.

Already have an orthodontic treatment plan?

- You probably have a pre-treatment quote that your prior dental plan approved. If you do, send it with a completed Aetna claim form to:
 - Aetna Dental
P.O. Box 14094
Lexington, KY 40512
- As long as your treatment plan hasn't changed, no further clinical review is needed.
- We will:
 - > Let you know if your plan covers the care your dentist suggested.
 - > Send you a quote with what your plan will cover. Coverage may depend, in part, on whether dentist giving care is in our dental network.

For orthodontists

Submitting the first Aetna Dental claim

Your patient is now an Aetna Dental plan member. Please include all of the details below with your first paper or electronic claim.

The information will help us review the claim faster. It may also prevent the need for extra claims.

- Banding date
- Number of months of treatment
- Assignment information
- ADA code
- Total case fee
- Explanation of benefits from the primary insurance provider — if your patient has another dental plan
- Prior dental plan information if patient is currently in treatment; including deductible and coinsurance/copay amounts, plan maximum and amount paid to date
- Initial claim for the treatment plan
- Also, our enhanced claim system automatically sets up a regular payment schedule for most treatment plans.

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

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Coverage for braces, retainers and more!

Save time with your online services

Speed up the claim process and get information *fast*. Simply register online at www.aetnadental.com to:

- Get explanation of benefits 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
- Update information like your National Provider Identifier
- View dental office guides and access downcoding and bundling policies and more

Or just 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
- Coverage and benefits at the ADA code level
- Claim status

You can also get:

- A claim mailing address
- Help from customer service

Have a question on member eligibility?

Call the Member Services number on the back of your patient's Aetna ID card.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits and insurance coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Dental Inc., Aetna Dental of California Inc. and Aetna Life Insurance Company (Aetna).

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

