



Aetna Voice Advantage[®]

Coverage and Benefits Helpful Hints

After each keypad entry, press # for faster service.

What you need before you call: ✓Tax ID ✓Patient's Aetna ID number ✓Patient's date of birth
What numbers to call: 📞 HMO-based and Medicare Advantage plans: 1-800-624-0756 📞 All other plans: 1-888-MD Aetna (1-888-632-3862)

| Typical Coverage and Benefits Call Flow | |
|--|--|
| Step | Action |
| Dial toll-free number | See above listing for toll-free numbers. |
| Identify yourself | Speak or enter your tax ID number (TIN), PIN or PVN. |
| Menu option selections | Select coverage and benefits. (Say "coverage and benefits" or press #2.) |
| Choose how you want to receive the information | It's your choice! You can hear it, hear it and have it faxed to you, or just have it faxed. If you choose the fax option, have your 10-digit fax number ready. |
| Member identification ¹ | Numeric IDs or numeric IDs preceded by "W" can be entered on the keypad (please do not enter the "W"). Alpha-numeric and alpha IDs must be spoken. Please speak each letter and/or number individually. |
| Patient's date of birth | Enter or speak the date of birth. You can enter it as MM/DD/YY or MM/DD/YYYY. |
| Patient's name | Confirm name presented. (Press 1 for yes, press 2 for no, or say "yes" or "no.") |
| Benefits summary | Summary information provided, including plan type, effective dates, referral requirements, group number, reference number, etc. |
| Benefits details | You can speak the service type, enter the ANSI code or listen to the list of service types. Details include copays, deductibles, coinsurance, visits allowed and remaining, etc. |
| Complete call | Follow prompts to end call or to make other selections. |

| ANSI Code | Service Type |
|-----------|---|
| 84 | Abortion |
| 57 | Air transportation |
| 79 | Allergy testing |
| 59 | Ambulance |
| 13 | Ambulatory surgical center |
| 97 | Anesthesiologist |
| 10 | Blood charges |
| 78 | Chemotherapy |
| 34 | Chiropractic office visit |
| 5 | Diagnostic lab |
| 73 | Diagnostic medical |
| 4 | Diagnostic x-ray |
| 76 | Dialysis |
| 12 | Durable medical equipment |
| 86 | Emergency room |
| 82 | Family planning |
| AM | Frames |
| 44 | Home health care |
| 45 | Hospice |
| 80 | Immunizations |
| 61 | In vitro fertilization |
| 83 | Infertility |
| 48 | Inpatient hospital |
| AB | Inpatient rehabilitation (does not apply to mental health) |
| AO | Lenses |
| 69 | Maternity |
| 62 | MRI/CAT scan |
| 65 | Newborn care |
| AD | Occupational therapy |
| 98 | Office visit sick |
| 50 | Outpatient hospital |
| AC | Outpatient rehabilitation (does not apply to mental health) |
| 66 | Pathology |
| AE | Physical therapy |
| 99 | Physician inpatient visit |
| 21 | Physician nursing home visit |
| A2 | Physician skilled nursing visit |
| 94 | Podiatry office visit |
| 17 | Pre-admission testing |
| 74 | Private duty nursing |
| 75 | Prosthetics |
| A7 | Psychiatric – inpatient |
| A8 | Psychiatric – outpatient |
| A6 | Psychotherapy |
| 6 | Radiation therapy |
| AN | Routine eye exam |
| 81 | Routine physical |
| 20 | Second surgical opinion |
| AH | Skilled nursing care |
| 3 | Specialist office visit |
| AF | Speech therapy |
| 2 | Surgery |
| 8 | Surgical assistance |
| AL | Vision/optometry |
| 68 | Well-baby care |

¹Member identification – primary plan member ID (subscriber SSN) or Aetna ID (for example, "W" followed by 9 numbers or alpha-numeric or alpha).