

Provider Guide

Latin America & Caribbean

A Guide for Doing Business with Aetna International

How to identify an Aetna International member

Member ID Cards that include the words "Aetna International" at the top:

- These patients are eligible for direct settlement services.

Member ID Cards that include only "Aetna" at the top:

- These members have a plan that provides coverage only in the United States. You may provide care for these members, however they will need to pay upfront for your services and submit a request to Aetna for reimbursement.

Secure Online Provider Portal

Reduce the amount of time you spend on administrative tasks by using Aetna International's secure Online Provider Portal. You'll have access to the information you need — when you need it.

To access our website, go to:

<https://int.aetnainternational.com/providers/>

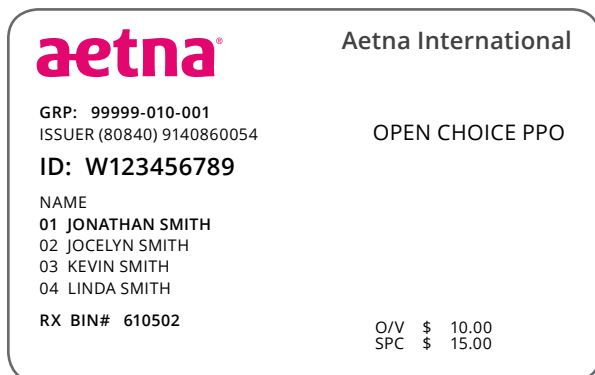
- First time users will need to register with a unique registration number.
- For registration questions or log-in/password assistance, email: **AetnaInternationalProviderWeb@aetna.com**.

The Online Provider Portal is a single place to go for information on all Aetna International members. You can access information quickly, without having to pick up the phone. Features of the Provider Portal include:

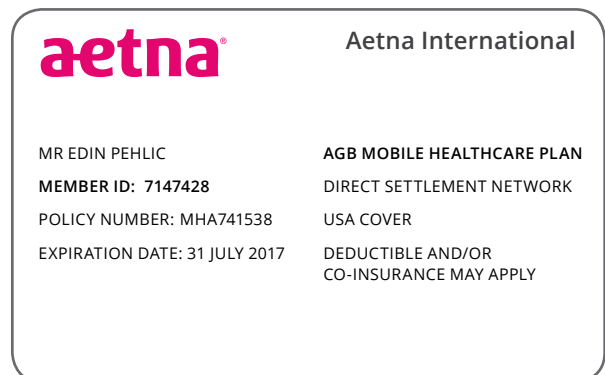
- Verify member eligibility status
- Retrieve Explanation of Benefits (EOB)
- Online claim submission and submit claims reconsiderations
- Review claim status
- Obtain Letters of Authorization (LOAs)
- Update banking/reimbursement details for a streamlined payment process
- Access reference materials

Sample of Aetna International Member ID Cards

Other, similar versions of these cards are available, which may be presented by an Aetna International member. Refer to the back of the ID card to confirm the correct contact information.



Aetna International Americas members have a Member ID number that normally begins with a "W."



Aetna International members have policy numbers that normally begin with 2 or 3 letters followed by up to 9 digits (i.e., AHP555222 or SU852014736).



[aetnainternational.com](https://int.aetnainternational.com)

Provider service centers information

Claim Submissions

Claims take 30 days on average to process.

To ensure timely and accurate claims payment, please review the **invoice requirements and submission guidelines**.

Submit claims using the Online Provider Portal: <https://int.aetnainternational.com/providers/>

or submit by email or fax to:

Americas:

Email: **InternationalProviderClaims@aetna.com**

Fax: **+1-800-475-8751** (Toll Free) or **+1-853-425-3363** (Direct)

International:

Email: **AIDirectBillingClaims@aetna.com**

Fax: **+1-860-262-9111**

For your convenience a **Provider Claim Form** is available. Below are a few of the invoice requirements:

- Member's name and Member ID/policy number
- Patient's name and date of birth
- Diagnosis (include ICD-10 if available)
- Complete description of all services, date of services, and detailed charges for each service
- Full name and address of provider

The itemized invoice must include the total amount of charges, the member's contribution amount, and the remaining balance to be considered by Aetna International.

Claim Status Inquiry and Reconsideration

Use the service centers as your primary point of contact for an immediate response:

Americas:

Phone us: **+1-800-231-7729** (Toll Free)

+1-813-775-0190 (Direct/Collect)

International:

Phone us: **+1-866-545-3252** (Toll Free)

+1-813-775-0190 (Direct/Collect)

Retrieve claim status via the Online Provider Portal using the claim search tool: <https://int.aetnainternational.com/providers/>

Non-urgent claim status inquiries can be emailed to: **InternationalProviderClaimInquiry@aetna.com**

Please allow a minimum of 5 business days for a response

Please note: For urgent claim status inquiries, claims in pended status or questions regarding claim denials, you must call the service center at: **+1-800-231-7729** (Americas) or **+1-866-545-3252** (International).

Benefits and Eligibility

Eligibility status can be verified for all members by using the Online Provider Portal:

<https://int.aetnainternational.com/providers/>

Americas:

Benefit details for Americas members are not available on the provider portal.

Phone us: **+1-800-231-7729** (Toll Free)

+1-813-775-0190 (Direct/Collect)

Email: **AIService@aetna.com**

International:

Benefit details for International members are available on the provider portal:

<https://int.aetnainternational.com/providers/>

Phone us: **+1-866-545-3252** (Toll Free)

+1-813-775-0190 (Direct/Collect)

Email: **AmericasServices@aetna.com**

Letter of Authorization (LOA) or Guarantee of Payment (GOP)

Americas: **LOA Requests**

Online Provider Portal:

<https://int.aetnainternational.com/providers/>

Or email: **InternationalProviderServices@aetna.com**

For urgent assistance phone us:

+1-800-231-7729 (Toll Free)

+1-813-775-0190 (Direct/Collect)

International: **GOP Requests**

Phone us: **+1-866-545-3252** (Toll Free)

+1-813-775-0190 (Direct/Collect)

Or complete the GOP Form and submit by email or fax to:

Email: **AetnaInternationalAmericasPrecert@aetna.com**

Fax: **+1-860-262-9111**

Provider relations contact information

We developed this reference guide with you in mind — giving you what you need to work with us and ease your administrative burdens. If you have any questions that you are unable to answer using the contact information listed in this guide, you may contact your Provider Relations Team:

Network Managers:

Lilly Pons

Tel: **+1-860-273-7508**

Email: **PonsL2@aetna.com**

Melissa Shriver

Tel: **+1-614-933-7089**

Email: **Shriverm@aetna.com**

To dial the toll-free number from outside the U.S., please enter the appropriate AT&T access code. For the most up-to-date list of AT&T DirectSM Access Numbers, visit AT&T on the web at <https://www.business.att.com/bt/access.jsp>

Health insurance plans and programs are offered, underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

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 health services. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features are subject to change. Information subject to change. For more information about Aetna International plans, refer to www.aetnainternational.com.

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