

Help us pay you faster

Invoice Requirements and Submission Guidelines

Speed up your claims payments! Here's a list of what you need to send to us with your bill:

- Member name
- Member ID number (from the member's Aetna International identification card)
- Name of member's employer/plan sponsor
- Patient name
- Patient Date of Birth
- Date of Service for each procedure
- Complete name and address of the provider including the country where services rendered
- Diagnosis (include ICD-10 code if available)
- Written description of all services rendered (include CPT code if available)
- Number of units for each service (example: office visit = 1 unit)
- Original and full amount charged for each procedure including the currency
- Amount collected from the patient including the currency and contribution type (co-payment, deductible, co-insurance, etc.)

Some services may require more information.

If your claim falls into any of the categories below, please provide the items listed.

Surgery:

- CPT/Procedure code or written description of surgery procedure

Prescription information:

- Medication name and dosage
- Cost of each individual prescription including the currency
- Attach a copy of prescription note/form, if applicable

Injectable:

- Include either NDC or J-Code or the name of the medication and strength
- Cost of each individual injectable including the currency

Dental claim:

- Include the tooth number or the quadrant (UL, LL, UR, LR)

Additional Information:

- If you received a pre-authorisation letter, include a copy in your claim submission.
- Medical records may be requested depending on the services or condition.
- Invoices must be submitted to Aetna International no later than 60 days from the date of service.

Our secure online provider portal offers fast and convenient electronic claim submission. Login to the Aetna International online provider portal to upload your invoices and supporting documents for payment processing:
<https://int.aetnainternational.com/providers/>

Not registered?

Email **AetnaInternationalProviderWeb@aetna.com** to obtain your registration ID number and instructions to create an account.

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 **[AetnaInternational.com](https://aetnainternational.com)**.