

## HEALTHCARE ADVOCATE TOOLS – LINKS & PHONE NUMBERS

**ALWAYS ASK FOR A “CONTACT EVENT NUMBER” FOR EVERY AETNA CALL. IF THERE IS NONE, ASK FOR THE AETNA EMPLOYEE’S FIRST NAME AND EMPLOYEE NUMBER. AND REMEMBER, EVERYBODY HAS A BOSS.**

DESCRIPTION	PHONE	LINK
<b>Active employee plan</b>	DRB: 800-821-2251	USE THIS LINK TO FIND THE ACTIVE EMPLOYEE PLAN: <a href="http://doa.alaska.gov/drb/alaskacare/employee/publications/booklet.html">http://doa.alaska.gov/drb/alaskacare/employee/publications/booklet.html</a>
<b>Retiree plan</b>	DRB 800-821-2251	USE THIS LINK TO FIND THE RETIREE EMPLOYEE PLAN: <a href="http://doa.alaska.gov/drb/alaskacare/retiree/publications/booklets.html">http://doa.alaska.gov/drb/alaskacare/retiree/publications/booklets.html</a>
<b>AlaskaCare employee forms</b>		<a href="http://doa.alaska.gov/drb/alaskacare/employee/forms/">http://doa.alaska.gov/drb/alaskacare/employee/forms/</a>
<b>Aetna provider network</b>	Aetna Alaska Concierge: 855-784-8646	USE THIS LINK TO FIND DOCTORS IN AETNA’S NETWORK BUT BE SURE TO ALSO CONFIRM NETWORK STATUS WITH THE DOCTOR’S OFFICE: <a href="http://doa.alaska.gov/drb/alaskacare/findAProvider.html">http://doa.alaska.gov/drb/alaskacare/findAProvider.html</a>
<b>HIPAA release forms</b>	Aetna Alaska Concierge: 855-784-8646  DRB: 800-821-2251	AETNA’S RELEASE: <a href="http://www.aetna.com/individuals-families-health-insurance/document-library/member-phi-authorization-english.pdf">http://www.aetna.com/individuals-families-health-insurance/document-library/member-phi-authorization-english.pdf</a>  TO REVOKE (WITHDRAW) AETNA’S RELEASE: <a href="http://www.aetna.com/individuals-families-health-insurance/document-library/revocation-of-authorization.pdf">http://www.aetna.com/individuals-families-health-insurance/document-library/revocation-of-authorization.pdf</a>  DRB’S RELEASE: <a href="http://doa.alaska.gov/drb/pdf/forms/ben043.pdf">http://doa.alaska.gov/drb/pdf/forms/ben043.pdf</a>
<b>Precertification list</b> (services and drugs that need Aetna’s approval in advance)	<u>For members:</u> call 855-784-8646 and ask to be transferred to precertification  <u>For providers:</u> 888-632-3862  <u>Specialty drug precert:</u> 866-503-0857  <u>Other drug precert:</u> 855-240-0535	LIST OF PROCEDURES REQUIRING PRECERT (SEE SECTION 3.4.3): <a href="http://doa.alaska.gov/drb/pdf/ghlb/akcare/SelectBenefitsEmployeeBooklet2018.pdf">http://doa.alaska.gov/drb/pdf/ghlb/akcare/SelectBenefitsEmployeeBooklet2018.pdf</a>  AETNA’S 2018 PHARMACY DRUG LIST THAT SHOWS DRUGS REQUIRING PRECERT IS AT: <a href="http://doa.alaska.gov/drb/benefits/materials/2018_AetnaDrugGuide.pdf">http://doa.alaska.gov/drb/benefits/materials/2018_AetnaDrugGuide.pdf</a>  THERE ARE ALSO DRUG-SPECIFIC FORMS FOR PRECERT OF SPECIALTY DRUGS. USE THIS LINK TO FIND THEM, AND THEN SELECT THE DRUG TO FIND THE FORM: <a href="https://www.aetna.com/health-care-professionals/health-care-professional-forms.html#10">https://www.aetna.com/health-care-professionals/health-care-professional-forms.html#10</a>
<b>AlaskaCare home page</b>	DRB: 800-821-2251	USE THIS LINK TO FIND THE PLAN HOMEPAGE: <a href="http://doa.alaska.gov/drb/alaskacare/">http://doa.alaska.gov/drb/alaskacare/</a>
<b>Moda/Delta home page</b>	855-718-1768	USE THIS LINK TO FIND THE DENTAL PLAN HOMEPAGE: <a href="https://www.modahealth.com/alaskacare/">https://www.modahealth.com/alaskacare/</a>
<b>VSP Vision home page</b>		USE THIS LINK TO GET TO VSP: <a href="https://vsp.com/">https://vsp.com/</a>
<b>Aetna pharmacy</b>	<u>Aetna specialty pharmacy:</u> 866-782-2779  <u>Aetna pharmacy management:</u> 800-238-6279 (option zero, then option 2)	SEE PRECERTIFICATION LIST FOR LINKS TO PRECERTIFICATION FORMS FOR DRUGS, INCLUDING SPECIALTY DRUGS  2018 Aetna Pharmacy Drug Guide (Formulary) <a href="http://doa.alaska.gov/drb/benefits/materials/2018_AetnaDrugGuide.pdf">http://doa.alaska.gov/drb/benefits/materials/2018_AetnaDrugGuide.pdf</a>  Aetna Exclusion Drug List <a href="http://doa.alaska.gov/drb/benefits/materials/2018_ExclusionDrugList.pdf">http://doa.alaska.gov/drb/benefits/materials/2018_ExclusionDrugList.pdf</a>

DESCRIPTION	PHONE	LINK
<b>Medical claim form</b>	<p><b>(Before faxing, see note on right)</b></p> <p><u>National Fax #:</u> 859-425-3379</p> <p><u>AK Concierge Fax #:</u> 860-975-1340</p>	<p>SOMETIMES DOCTORS BILL AETNA FOR YOU, SOMETIMES THEY DON'T. USE THIS LINK TO FIND THE FORM THAT LETS YOU SUBMIT A CLAIM YOURSELF: <a href="http://doa.alaska.gov/drb/pdf/ghlb/akcare/aetna/medicalClaimForm.pdf">http://doa.alaska.gov/drb/pdf/ghlb/akcare/aetna/medicalClaimForm.pdf</a></p> <p>YOU MAY ALSO FAX THE FORM TO THE NUMBERS ON THE LEFT BUT FAXES GET LOST IN AETNA'S FAX QUEUE. BETTER TO USE MAIL AND ALWAYS SO YOU CAN TRACK IT TO MAKE SURE AETNA RECEIVED IT.</p>
<b>Dental claim form</b>		<p>USE THIS LINK TO FIND THE MODA CLAIM FORM: <a href="http://doa.alaska.gov/drb/pdf/ghlb/akcare/moda/dentalClaimForm.pdf">http://doa.alaska.gov/drb/pdf/ghlb/akcare/moda/dentalClaimForm.pdf</a></p>
<b>Vision claim form</b>		<p>USE THIS LINK TO GET TO VSP AND FIND THE CLAIM FORM: <a href="https://vsp.com/">https://vsp.com/</a></p>
<b>Prescription drug claim form</b>	<p><u>AETNA PHARMACY MGMT:</u> 888-792-3862 Or 800-238-6279 (option zero, then 2)</p> <p><u>AETNA SPECIALTY PHARMACY:</u> 866-782-2779</p> <p><u>FAX DRUG CLAIM FORM TO:</u> 888-472-1128 (MAIL IS BETTER)</p>	<p>USE THIS LINK FOR THE MAIN PRESCRIPTION DRUG CLAIM FORM: <a href="http://www.aetna.com/individuals-families-health-insurance/document-library/paper_claim_form.pdf">http://www.aetna.com/individuals-families-health-insurance/document-library/paper_claim_form.pdf</a></p> <p>FOR SPECIALTY (TYPICALLY THE MORE EXPENSIVE) DRUGS, CALL THE NUMBER ON THE LEFT. NOTE: YOU CAN ALSO USE COSTCO OR DIPLOMAT FOR SPECIALTY MEDS. EMAIL THE HEALTHCARE ADVOCATES <a href="mailto:HealthcareAdvocates@akcourts.us">HealthcareAdvocates@akcourts.us</a> IF YOU NEED HELP WITH THIS.</p> <p>PRESCRIPTION MAIL-ORDER DELIVERY FORM: <a href="http://www.aetna.com/individuals-families-health-insurance/document-library/medication-order-form.pdf">http://www.aetna.com/individuals-families-health-insurance/document-library/medication-order-form.pdf</a></p>
<b>Clinical policy bulletins</b>	<p>Aetna Alaska Concierge: 855-784-8646</p>	<p>IN GENERAL: <a href="https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html">https://www.aetna.com/health-care-professionals/clinical-policy-bulletins.html</a></p> <p>IN ALPHABETICAL ORDER: <a href="https://www.aetna.com/health-care-professionals/clinical-policy-bulletins/medical-clinical-policy-bulletins/alphabetical-order.html">https://www.aetna.com/health-care-professionals/clinical-policy-bulletins/medical-clinical-policy-bulletins/alphabetical-order.html</a></p> <p>PHYSICAL THERAPY: <a href="http://www.aetna.com/cpb/medical/data/300_399/0325.html">http://www.aetna.com/cpb/medical/data/300_399/0325.html</a></p> <p>MULTIPLE SCHLEROSIS: START HERE AND LINK TO THE INDIVIDUAL MS TREATMENT: <a href="http://www.aetna.com/cpb/medical/data/200_299/0264.html">http://www.aetna.com/cpb/medical/data/200_299/0264.html</a></p>
<b>External medical review</b>	<p>Aetna External Review: 877-848-5855</p>	<p>USE THIS LINK FOR INFORMATION ABOUT EXTERNAL REVIEW, BUT SEE APPEAL PACKET <a href="#">HCA-200</a> FOR THE FILLABLE FORM: <a href="https://www.aetna.com/individuals-families/member-rights-resources/claims-coverage/aetna-external-review-program.html">https://www.aetna.com/individuals-families/member-rights-resources/claims-coverage/aetna-external-review-program.html</a></p>
<b>FairHealth</b>		<p>USE THIS LINK TO LOOK UP THE RECOGNIZED CHARGE (BE SURE TO ADJUST THE SCALE TO 90%): <a href="https://www.fairhealthconsumer.org/">https://www.fairhealthconsumer.org/</a></p>