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Your opportunity to increase efficiency is here!

Dear Administrator:

We offer convenient access to claim explanation of benefits (EOBs) online, via our free, secure provider website. This online access reduces the paperwork and mail our provider offices handle, and it conserves natural resources.

To help your office realize the benefits of online EOBs, effective March 1, 2012, **Aetna Claim Explanation of Benefits (EOBs) will no longer be mailed to your office**, and instead will be available online to all registered users of our secure provider website. (If you aren't registered for NaviNet[®], refer to the instructions on the back of this letter, and in the enclosed reference guide.)

The benefits of online EOBs

Our free, secure provider website is available to **all** providers who submit claims to Aetna, **even if you aren't contracted with us**. Using our online EOBs, you'll be able to:

- Access EOBs online **24 hours a day, 7 days a week**. You can view, download, and save as a PDF file, or print EOBs, as needed.
- Receive notification when new EOBs become available by logging in to **<http://connect.navinet.net>**. Select the 'Claim EOB Tool' then 'EOB Activity.' You'll see a listing of dates and TINs associated with EOB activity. If your office has new EOBs available, you will immediately see a message reading: *New EOBs available*.

Online EOBs are available **now** to all registered NaviNet users. If you aren't registered with NaviNet, we encourage you to register **today** to realize the benefits of online EOBs even sooner!

Use EFT together with your online EOBs and receive payments up to a week earlier!

Enroll in Electronic Funds Transfer (EFT) to enjoy the advantages of:

- **Prompt electronic payments** right to your bank account(s) up to **one week faster** than with paper checks
- **Electronic notification** from Aetna when we transfer claims payments to your bank
- **Reduced mail** coming to your office, as well as less handling time by staff
- **Managing your business** more effectively by saving paper and having a convenient audit trail
- **Verifying payments** by matching them to your online EOBs from our secure provider website

Not sure you like the idea of direct deposit? Chances are you're already banking electronically - without even thinking about how much time it saves you! Like most of us, you may:

- Shop with a credit or debit card,
- Do your banking online, including paying bills from your computer, or
- Get your tax refunds directly deposited.

If so, you're already familiar with how easy electronic banking is. We belong to the same organization as your bank or credit union*, so you can be confident **your payments are secure.**

If you've had reservations about EFT, let us reassure you

In the past, you might have decided not to register for EFT because you weren't clear on how Aetna will recover overpayments from your bank account. We **only** take money back if we send you a duplicate EFT, or an EFT intended for someone else. We will follow our standard overpayment process, including notifying you, **before** we do anything. Learn more on page two of the enclosed enrollment form in the 2nd paragraph of the Authorization Agreement.

Act now to begin receiving fast payments through EFT

Simply complete and fax the enclosed enrollment form to our secure enrollment desk today at the number shown on the form. Once your enrollment is completed, you'll receive confirmation and begin receiving payments directly to your bank account.

Need more information? We are here to answer your questions

- For more information about your transition to online EFT and EOBs, visit **www.aetna.com**; choose "Health Care Professionals," then "Document and Forms Library." Scroll down to "Claims and Administration" for additional resources, including an exclusion form, should you decide online EOBs are not for you.
- **Ask questions** using the **Contact Aetna** link on **www.aetna.com**.
- Register for NaviNet at **https://connect.navinet.net/enroll** or at **1-888-482-8057**. Customer Care will also assist if you have trouble viewing EOBs online.

Online EOBs and EFT offer proven, time-tested solutions to assist you. Please fax us your EFT enrollment form today, and start receiving your claims payments faster!

Sincerely,



C. Carleton King
Head of National Networks & Contracting Services

Enclosures – EFT enrollment form and Secure Provider Website Reference Guide

*National Automated Clearinghouse Association (NACHA): **www.nacha.org**

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 coverage include Aetna Health Inc., Aetna Health of California Inc., Aetna Health of the Carolinas Inc., Aetna Life Insurance Company, Aetna Health Insurance Company of New York, Aetna Health Insurance Company, Aetna Health Administrators, LLC, Cofinity, and Strategic Resource Company. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC. (Aetna)