

Claims Submission



Claims from a Provider's Office

How is Aetna coverage with Boon different?

Aetna is the carrier for the medical & dental plan, however, this is different than traditional or "main" Aetna. Boon has a specifically exclusive product with Aetna, therefore claims must be submitted through the Boon channel to Aetna - not submitted directly to "main" Aetna.

So why can this cause confusion?

The main Aetna system is not the same as the Boon Aetna system.

If a provider attempts to submit a member's claim through the "main" Aetna channels, the claim will not be processed correctly and will likely be returned.

What should the Provider do instead?

- Use Payor ID: 57604-0128, **NOT** the regular Aetna Payor ID
- Mail claims to:
Aetna
ATTN: Claims
PO Box 14079
Lexington, KY 40512-4079
- OR
- Fax claims to:
(859) 455-8650; ATTN: Claims



Pharmacy Claims

How is Boon Aetna coverage verified at a Pharmacy?

Boon benefits utilize CVS Caremark as the Pharmacy Vendor, and pharmacy coverage must be verified through Caremark.

So why can this cause confusion?

Some non-Boon plans have Aetna Pharmacy Management (APM) as their prescription vendor. Sometimes the pharmacy tech will look at the ID card, see the Aetna logo, and assume that the prescription should be processed through APM, causing a denial of benefits.

How to help prevent this from happening?

When processing prescriptions, the pharmacy will need to use the Caremark processing information located on the back of the member's ID card and the **member's Social Security Number (SSN) as the ID/member #**.

The **RX BIN** is #004336.

Boon Verification

How to verify benefits



Verification at a pharmacy

How is coverage for Boon Aetna medical benefits verified at a pharmacy?

Pharmacy coverage must be verified through Caremark as per the instructions on the ID card.

So why can this cause confusion?

Some non-Boon plans have Aetna Pharmacy Management (APM) as their prescription vendor. Sometimes the pharmacy tech will look at the ID card, see the Aetna logo, and assume that the prescription should be processed through APM, sometimes causing a denial of benefits.

What should the provider or members do to proactively help prevent this from happening?

Inform the pharmacist that the plan offered by Boon utilizes CVS Caremark. When processing prescriptions the pharmacy will need to use the Caremark information located on the back of the member's ID card to obtain the Caremark ID/member #

AFBP/AFIP Member Services: 866 292 3374

MedPremier Member Services: 866 337 8417

RX BIN: #004336

Verification at a provider's office

How is coverage for Boon Aetna medical and dental benefits verified at a provider's office?

Aetna is the carrier for the medical and dental plan. Boon has an exclusive product with Aetna, therefore, benefits should be verified through Boon.

So why can this cause confusion?

If a provider attempts to look up a member's information through the "main" Aetna system, the provider will not have access to members enrolled in Boon's Aetna medical and dental benefits. Providers may automatically dial the "main" Aetna line set-up in their office phone system, sometimes causing member eligibility to be denied because they are not verifying with Boon's Member Services.

What should the provider do instead?

- The provider needs to follow the instructions on the ID Card.
- Providers should use the Boon Member Services number on the member's ID card, NOT "main" Aetna's phone number.

AFBP/AFIP Member Services: 866 292 3374

MedPremier Member Services: 866 337 8417

Optionally, providers can verify electronically via Real-Time Services for Eligibility Transactions (RTE). This service is always available online through Change Healthcare or WebMD. To verify coverage electronically, you must use our Payor Number and the Member ID # listed on the ID Card. Details are on the back of the member's ID card.



Aetna Vision Plan FAQs

How does it work?

Large providers will generally assume that because you have an Aetna policy, you have EyeMed® Vision Care and attempt to verify your benefits with them. However, because **your policy is not with EyeMed®**, they will not be able to verify your vision benefits. As an Aetna policy member, you are still entitled to general EyeMed® Vision discounts, but the provider must call Boon to verify coverage.

Who do I contact?

Vision providers must send their bills to Boon (file claims) the same as medical providers. Most vision providers use a unique electronic billing system which makes it impossible to bill the same way medical providers do. When that situation arises, they will tell you that they do not take the insurance and that you need to pay out-of-pocket. In this case, understand that you can file for reimbursement and your policy will cover the expenses as if the provider billed your insurance directly.

FAQs

Where can I find providers who accept the vision plan and bill the vision claim directly to the insurance company?

You can continue to use the Aetna Doc Find website located on your card to locate in network providers. Unfortunately, we do not have a way to determine which providers can bill us directly at this time. Please call the provider in advance to verify if they can send paper claims to us. **Link:** www.aetna.com/dse/custom/bn

Where can I submit my claim for reimbursement and what is needed?

In order to file for reimbursement, we need an itemized statement or receipt. Please include the receipt showing the bill was paid in full, otherwise the provider will receive payment if they are in-network.

Aetna Claims

PO BOX 14079

Lexington KY 40512-4079

Or Fax

ATTN: Aetna Claims 859 455 8650