

# 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.