

## We're improving our service model for you

We're enhancing our provider service model to give you better service. Use the options noted below instead of calling your local network contact. These resources are easy to use *and* can save you time. It's very important to us that you get what you need when you contact us. Locate the network logo on the member's ID before using the chart below.

<p>ID card logo/network</p>				<p>Aetna Signature Administrators® PPO By </p>
<p>Provider website(s)</p>	<p><a href="http://www.aetna.com">www.aetna.com</a></p>	<p><a href="http://www.cofinity.net">www.cofinity.net</a></p>	<p><a href="http://www.directprovider.com">www.directprovider.com</a> <a href="http://www.coventryhealthcare.com">www.coventryhealthcare.com</a> <a href="http://www.firsthealth.com">www.firsthealth.com</a></p>	<p>Refer to the back of your member ID card</p>
<p>What you can find on our website(s)</p>	<ul style="list-style-type: none"> <li>Join the network</li> <li>Precertification and clinical policy bulletins</li> <li>Payment policies</li> <li>Dispute and appeals process</li> <li>Education</li> </ul> <p>Access Navinet, our secure provider website, at <a href="http://www.aetna.com">www.aetna.com</a>. You can:</p> <ul style="list-style-type: none"> <li>Check claims status, eligibility and benefits</li> <li>Submit referrals</li> </ul>	<ul style="list-style-type: none"> <li>Join the network</li> <li>Submit claims</li> <li>Reconsideration process</li> <li>Pricing rules</li> <li>Newsletters and reporting</li> </ul>	<p>At <a href="http://www.coventryhealthcare.com">www.coventryhealthcare.com</a> and <a href="http://www.firsthealth.com">www.firsthealth.com</a> you can find:</p> <ul style="list-style-type: none"> <li>Join the network</li> <li>Claims information</li> <li>Reconsiderations process</li> <li>Pricing rules</li> <li>Newsletters and reporting</li> </ul> <p>At <a href="http://www.directprovider.com">www.directprovider.com</a> you can:</p> <ul style="list-style-type: none"> <li>Check eligibility and benefits</li> <li>Submit referrals</li> <li>Claims information</li> </ul>	<ul style="list-style-type: none"> <li>Benefits</li> <li>Claims status</li> </ul>
<p>Provider service phone number</p>	<p><b>1-888-MDAETNA</b> <b>(1-888-632-3862)</b></p> <p>Aetna Medicare Advantage <b>1-800-624-0756</b></p>	<p><b>1-800-831-1166</b></p>	<p>Coventry: Refer to back of member ID card</p> <p>First Health: <b>1-800-937-6824</b></p>	<p>Refer to the back of your member ID card</p>