

## How to file a successful reimbursement request for both the HMO and PPO Products that have Dental.

- No cosmetic related services are covered such as teeth whitening.
- Please advise the member it is critical to ask the dentist this specific question – HAVE YOU OPTED OUT OF MEDICARE? (Opting out of Medicare is a formal and involved process)
- If you ask – DO YOU ACCEPT MEDICARE? That is not the correct question.

These 4 Items are **required** to receive a successful reimbursement.

- **The Dentist's name** – **NOT** the name of the practice
- **Itemized receipt** showing the services/codes provided.
- **Proof of payment by the member** - The member will only be reimbursed for the amounts shown to be paid out of pocket.
- **Member ID** and **date of birth** should be written on the paid bill.

The **attached claim form** is optional but will minimize the possibility of missing information.

If the member comes to you because they did not receive the reimbursement, please obtain a copy of the submitted documents so we can process the reimbursement for them.

Fax or Mail documents to:

**Fax to #: 866-474-4040**

**Mail to: Aetna Medicare P.O. Box 981106 El Paso, TX 79998-1106**

Processing time is currently 6 to 8 weeks.