

## Frequently Asked Questions

### 1) Why two sets of HMO ID cards?

When Aetna started to print the HMO ID cards it was discovered that many of the addresses that were transferred from Anthem's files were out of date. Aetna stopped printing them midway through the run, updated the addresses we provided and then reprinted all of the ID cards. If your address was correct on the partial ID card run you would end up receiving two sets of HMO ID cards. The information on each set of cards should be the same.

### 2) I received two sets of medical or dental cards and the information is different on each card.

There were a handful of employees who made late changes in their coverage or for whom we needed to make a correction to their record. In order for the ID cards to be received on a timely basis we sent the information we had on file to Aetna as of December 9<sup>th</sup>. Changes made after the original file was sent would be reflected on the new card. If you are not sure which card is correct please call Ken Emerson at x8271.

### 3) Why does my card have an NAP on it or Beech Street?

Aetna is a national health insurance company and depending on whether you are in the PPO or HMO their ID card is required to list the Beech Street and/or NAP logos.

### 4) The office number listed on my HMO ID card is not the one I would call for my Doctor.

We have identified an issue with how some of the Doctors were listed on Anthem's file when your Doctor has more than one office. Anthem tracks Doctor's by their ID number and Aetna uses their Office ID number. On Anthem's file it listed only one office address which Aetna converted to their Office ID Number for that address.

This does not affect your eligibility with your Doctor but you will want to have it corrected so that the number for the office you visit is reflected on your card. You can do so through Aetna Navigator under the Requests & Changes Tab or by calling HMO Member Services at 1-888-318-2346.

### 5) How do I know which one is my dental card and which is my health card?

Your medical card will either say PPO or HMO in the upper right hand corner of the card depending on which plan you are in. On the reverse of the HMO card it provides directions about referrals from your primary care physician. On the reverse of the PPO card reads "This health plan is administered.....". The Dental Card only has the Aetna

logo on it and on the reverse side it begins with the words, “ This dental plan is administered.....”.

- 6) I have not received my ID card yet. What should I do?

If you need to go to a doctor or pick up a prescription you have the ability to print a temporary medical ID card through the Aetna Web site. Now that your enrollment information is on file with Aetna, you may set up your “Aetna Navigator” account at [www.aetna.com](http://www.aetna.com). Once you have set up your account, under the Requests & Changes tab you can both print a temporary medical ID card and request a new one is mailed.

Through Aetna Navigator you can also verify that Aetna has collected the correct information on your covered family members and for HMO members that your Primary Care Physician (PCP) information transferred correctly from Anthem. If you find any errors, please contact Ken Emerson in Human Resources at 786-8271 with the necessary corrections.

- 7) My name or my dependent’s name on my ID card is incorrect. What should I do?

Please contact Ken Emerson at 786-8271 or by email at [kemerson@bates.edu](mailto:kemerson@bates.edu) with any corrections.