

# How to Submit a Claim

for reimbursement on the Aetna Member Portal

- A claim is a request for payment that you or your health care provider submit to Aetna Student Health<sup>SM</sup>
- If you get services from providers in the Aetna<sup>®</sup> network, they'll typically submit claims on your behalf. However, if you pay for your care out of pocket, you can submit your claims to Aetna Student Health for reimbursement. Keep in mind that out-of-network claims must be submitted within 12 months and for in-network/participating providers claims must be submitted within 120 days from date of service to be eligible for reimbursement.

## Getting started

- Go to your Aetna Member Portal at AetnaStudentHealth.com. You'll have to register on your first visit to the site. Then you can log in any time with your username and password.
- Need help registering? Call Aetna Member Services at 1-877-480-4161 (TTY: 711).
- Submitting a claim
- If you paid for a service and would like to be reimbursed, you can submit a paid invoice to Aetna Student Health.

### Here are the steps:

- Go to the mail icon at the top right of the page and enter the "mail" section.
- Select "Messages" then "Take me there."
- Then select "Send message" followed by "New message."
- Choose "A Claim" from the Topic drop down menu. Select Medical or Pharmacy.
- Enter the provider and date of service.
- Upload your medical and/or mental health invoice(s) and any claim documents.

### Be sure the invoices include:

- o Date of service
- o Service provider (including name, address and tax ID, if US based)
- o Procedure code
- o Diagnosis code
- o Charge for the service

### Be sure the claim documents include:

- o Treatment notes
- o Provider notes
- o Paid receipts

- Provide your email address and a message about the claim, then "Send."

### Looking for an update on a claim?

- Call Aetna Student Health at 1-877-480-4161 (TTY: 711) or through the Member Portal under the "Support" drop down. For prescription claims, call Aetna Pharmacy Management at 1-800-238-6279 (TTY: 711).



# We're here to help

If you still need help submitting a claim, you can call us at the number on your member ID card.

Student health insurance plans are insured by Aetna Life Insurance Company (Aetna). Self-insured plans are funded by the school and administered by Aetna Life Insurance Company.

Aetna Student Health<sup>SM</sup> is the brand name for products and services provided by Aetna Life Insurance Company, Aetna Health and Life Insurance Company and their affiliates.

In MD and NJ, student medical insurance is insured by Aetna Health and Life Insurance Company (AHLIC).

Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice.

Missouri members in insured plans are not required to have or select a PCP, or to obtain a referral from a PCP to see a specialist.