

Commercial Carrier Process to Request a Referral to a Specialist or NonPhysician Specialist
 (Accurate as of August 1, 2022. Please check the MIA website for up-to-date information.)

Aetna Life Insurance Company

Consumer Contact Information

Website

www.aetna.com

Phone Number

The member should refer to the phone number on the back of their membership card since the numbers may differ based on the plan.

Requesting a Referral

Steps to request a non-panel (non-participating) provider specialist

The best source for instructions to obtain a referral is the members certificate, we do not have instructions on-line. A member can call the member service number on their card and request a referral to a non-participating provider and/or the provider can call or submit an on-line request through the secured provider toolkit.

Review full referral request procedures

A member can call the member service number on their card and request a referral to a non-participating provider and/or the provider can call or submit an on-line request through the secured provider toolkit.

Carrier's timeline to grant or deny request

72 Hours

Grievance process to appeal denial of a request

How to file a grievance

Customer Resolution Team P. O. Box 14463 Lexington, KY 40512
 Fax 859-425-3379

Number of days for final grievance decisions	Preservice - 15 calendar days	Post Service - 30 calendar days
Number of days/hours for emergency grievance decisions	24 hours	
Review full grievance process	https://www.aetna.com/individuals-families/member-rights-resources/rights/disclosure-information.html	
Path:	Determine if you have an individual or group plan	
	Choose your state from the drop down	
	For group plans, choose your product	
	Click on the link to the appropriate document based on your plan	