

Commercial Carrier Process to Request a Referral to a Specialist or NonPhysician Specialist

(Accurate as of January 12, 2023. Please check the MIA website for up-to-date information.)

Aetna Health & 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

You may request a referral to a specialist (physician or non-physician) who is not part of our provider network. You may do this if you've been diagnosed with a condition or disease that requires specialized health care services or medical care from a provider we don't have in our network, or if we can't provide access to a provider in our network without unreasonable travel or delay. The specialist must have the training and expertise to provide health care services for this condition or disease. You can call the phone number on your identification card to start the process.

Review full referral request procedures

<https://www.aetna.com/dsepublicContent/assets/html/content.html?resource=index-imp-info-md>

Carrier's timeline to grant or deny request

Within 2 business days after receipt of the information necessary to make a determination.

Grievance process to appeal denial of a request

How to file a grievance

If urgent, call Customer Service at the number on the back of your ID card or write to 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/dsepublicContent/assets/html/content.html?resource=index-imp-info-md	