Aetna
Referral Add
Subscriber and Dependent
v1.9

5.1.2017
This publication is the proprietary property of Emdeon and is furnished solely for use pursuant to a license agreement giving the user the right to use the Emdeon product(s) referenced in this document. All uses of this document are subject to the terms of such license agreement. This document may not be used except as permitted by such license agreement or changed, copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine readable form without the prior consent of Emdeon. Copyright is held by Emdeon Business Services, LLC.

Emdeon is not liable for any losses or damages that result from the use of this material, including loss of profit or indirect, special, or consequential damages.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>1</td>
</tr>
<tr>
<td>About the Transaction</td>
<td>1</td>
</tr>
<tr>
<td>Customer Support</td>
<td>1</td>
</tr>
<tr>
<td>Requests</td>
<td>2</td>
</tr>
<tr>
<td>Input Prompts</td>
<td>2</td>
</tr>
<tr>
<td>Account #</td>
<td>2</td>
</tr>
<tr>
<td>Amount</td>
<td>2</td>
</tr>
<tr>
<td>Date Of Birth</td>
<td>2</td>
</tr>
<tr>
<td>Diagnosis Code 1</td>
<td>2</td>
</tr>
<tr>
<td>Diagnosis Code 2 and 3</td>
<td>2</td>
</tr>
<tr>
<td>First Name</td>
<td>2</td>
</tr>
<tr>
<td>Member #</td>
<td>2</td>
</tr>
<tr>
<td>Place Of Service</td>
<td>3</td>
</tr>
<tr>
<td>Procedure Code 1 through 5</td>
<td>3</td>
</tr>
<tr>
<td>Requester ID</td>
<td>3</td>
</tr>
<tr>
<td>Svc Prov ID</td>
<td>3</td>
</tr>
<tr>
<td>Srv Prov Msg</td>
<td>3</td>
</tr>
<tr>
<td>Svc Prv Tax Code</td>
<td>3</td>
</tr>
<tr>
<td>Visits</td>
<td>3</td>
</tr>
<tr>
<td>Responses</td>
<td>4</td>
</tr>
<tr>
<td>About Your Responses</td>
<td>4</td>
</tr>
<tr>
<td>Status</td>
<td>4</td>
</tr>
<tr>
<td>Input Information</td>
<td>4</td>
</tr>
<tr>
<td>Response or (On File) Information</td>
<td>4</td>
</tr>
<tr>
<td>Aetna Referral Add</td>
<td>4</td>
</tr>
<tr>
<td>Error Messages</td>
<td>6</td>
</tr>
<tr>
<td>Values</td>
<td>7</td>
</tr>
<tr>
<td>Servicing Provider Message Codes</td>
<td>7</td>
</tr>
<tr>
<td>Index</td>
<td>8</td>
</tr>
</tbody>
</table>
Overview

About the Transaction

The subscriber and dependent Aetna Referral Add transactions allow any Aetna primary care physician or selected specialist to add a referral to any Aetna participating provider.

Disclaimer: The provider understands that receipt or use of this referral information does not guarantee payment of any health care claim by Aetna and such information is subject to change, even retroactively at any time.

Note: If you are using Emdeon MAX shell versions prior to 2.3 or Server versions prior to 4.11, you must run this transaction using dialup.

Special Considerations

You cannot mix Aetna transactions with other database transactions in a single batch. For example, if you want to enter and submit Medicare and state Medicaid transactions, you would need to submit your Aetna transactions, then start a separate batch for the Medicare and Medicaid transactions.

Customer Support

Emdeon Customer Support

800.333.0263
customer.service@emdeon.com
Requests

Input Prompts

Prompts are listed in alphabetical order.

**Account #**

**Used in:** All transactions.  
**Requirement:** Optional.  
The patient’s account number. For your internal use only (not sent to the payer).

**Amount**

**Used in:** All transactions.  
**Requirement:** Optional.  
The amount of the claim. For your internal use only (not sent to the payer).

**Date Of Birth**

**Used in:** All transactions.  
**Requirement:** Required for dependent searches. Optional for subscriber searches if the subscriber belongs to an HMO; required if the subscriber does not belong to an HMO (he/she does not have an eight-character member ID number with an alpha character).  
The patient’s date of birth, in MMDDCCYY format.

**Diagnosis Code 1**

**Used in:** All transactions.  
**Requirement:** Required.  
The primary diagnosis code.

**Diagnosis Code 2 and 3**

**Used in:** All transactions.  
**Requirement:** Optional.  
Up to two additional diagnosis codes.

**First Name**

**Used in:** Dependent transactions.  
**Requirement:** Required if the patient has the same date of birth as another dependent; otherwise, optional.  
The dependent’s first name.

**Member #**

**Used in:** All transactions.  
**Requirement:** Required.  
The subscriber’s Aetna subscriber identification number.
Place Of Service

**Used in:** All transactions.
**Requirement:** Required.
A code for the place of service. Choose a value from the drop-down list.

Procedure Code 1 through 5

**Used in:** All transactions.
**Requirement:** Optional.
Enter up to five procedure codes.

Requester ID

**Used in:** All transactions.
**Requirement:** Required.
The provider ID of the requesting provider.

Svc Prov ID

**Used in:** All transactions.
**Requirement:** Either the servicing provider’s provider identification number or the Specialty Taxonomy Code is required for all searches.
The provider ID of the servicing provider.
It is recommended that you match the ID (whether payer-assigned or NPI) currently in use by the service provider.

Srv Prov Msg

**Used in:** All transactions.
**Requirement:** Optional.
The Aetna servicing provider message code or any message for the servicing provider. For a list of servicing provider message codes, see “Servicing Provider Message Codes” on page 7.

Svc Prv Tax Code

**Used in:** All transactions.
**Requirement:** Either the servicing provider’s provider identification number or the Specialty Taxonomy Code is required for all searches.
The servicing provider’s Specialty Taxonomy Code.

Visits

**Used in:** All transactions.
**Requirement:** Required.
The number of visits.
Responses

About Your Responses

All of the items described in the following response explanation may not appear in every response. The database will return only the information that is applicable to your query.

If the database does not return a particular piece or section of information in a specific response, the headings for that information will not print. Items will shift position to fill the vacancy.

Your username appears in the upper left corner of the response. See your product User’s Guide for information about creating usernames.

**Additional Reference Document**

More information about your response can be found in the Dictionary-of-Transaction-Error-Messages.pdf – a complete dictionary of error messages.

This document is available on your installation CD, and on the Web at:

http://www.emdeon.com/resourcelibrary/#84

---

**Note:** The above document is in Portable Document Format (.pdf). You must have the Adobe® Acrobat® Reader to view this document. If you do not have the Reader, you can download it for free at www.adobe.com.

---

**Status**

_Closed_

Emdeon received a valid response. Read your response for clarification.

_Retry_

Emdeon did not receive a valid response. Read the message in the response for clarification.

_Error_

A communications-related error or error of greater severity occurred. Read the message in the response for clarification.

**Input Information**

The Input Information section (or the labeled fields in the Input/Response Information section) shows the information you entered in your inquiry.

**Response or (On File) Information**

No response data will appear in this section.

**Aetna Referral Add**

This section returns reference information for this particular transaction such as:

The transaction reference number.

The type of certification:
- Complete
- Term Expired
Certified in Total
Not Certified
Pended
Modified
Cancelled
Contact Payer
No Action Required

The provider ID of the requesting provider.
The requesting provider’s name.
The requesting provider’s specialty.
If the requesting provider was rejected, this information describes the error condition associated with the rejection. Up to three possible reject reasons can appear.
A follow-up message to the preceding reject reason.

The subscriber ID of the subscriber.
The subscriber’s name and date of birth.
The dependent’s name and date of birth.
Up to three diagnosis codes associated with the certification number, and their corresponding descriptions.
If the patient was rejected, this information describes the error condition associated with the rejection. Up to three possible reject reasons can occur.
A follow-up action message for the preceding reject reason. Up to three follow-up action messages can appear, one for each reject reason.

The provider ID or National Provider Identifier (NPI) of the attending or service provider.
The service provider’s name.
The service provider’s telephone number.
The service provider’s specialty taxonomy code.
A free-form message about the servicing provider or specialty requested.
If the service provider was rejected, this field describes the error associated with the rejection. Up to three possible reject reasons can appear.
A follow-up action message for the preceding reject reason. Up to three follow-up action messages can appear, one for each reject reason.

The certification number.
The begin and end date of the patient’s certification.
The facility ID or National Provider Identifier (NPI) of the facility that will render services to the patient.
The number of visits allowed.
The procedure code associated with the certification number. Up to five procedure codes may appear.
A comment about the patient or procedure that is sent with the referral.
If the service was rejected, an error condition associated with the rejection. Up to three possible reject reasons can appear.
A follow-up action message for the preceding reject reason. Up to three follow-up action messages can appear, one for each reject reason.
Messages that explain the status of this Referral Add transaction and why it was rejected.

**Error Messages**

Transaction-related error messages begin with CL, HT, RH, or another alphabetic prefix, followed by a number and a line or so of text. Messages are self-explanatory.

For a comprehensive description of all error messages, see the document *Dictionary of Transaction Error Messages*.

This document is available on your installation CD, and on the Web at:

http://www.emdeon.com/resourcelibrary/#84
## Servicing Provider Message Codes

<table>
<thead>
<tr>
<th>Input Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call me</td>
</tr>
<tr>
<td>2</td>
<td>Letter to follow</td>
</tr>
<tr>
<td>3</td>
<td>Patient has records</td>
</tr>
<tr>
<td>4</td>
<td>Urgent/Stat</td>
</tr>
<tr>
<td>5</td>
<td>Send/fax me a report</td>
</tr>
<tr>
<td>6</td>
<td>Preadmission testing</td>
</tr>
<tr>
<td>7</td>
<td>Work related/MVA</td>
</tr>
<tr>
<td>8</td>
<td>Second opinion</td>
</tr>
<tr>
<td>9</td>
<td>Aetna U.S. Healthcare secondary payer</td>
</tr>
<tr>
<td>10</td>
<td>Referred by a covering provider</td>
</tr>
<tr>
<td>11</td>
<td>Referred service precertified</td>
</tr>
<tr>
<td>12</td>
<td>Perform procedure on right side of body</td>
</tr>
<tr>
<td>13</td>
<td>Perform procedure on left side of body</td>
</tr>
<tr>
<td>14</td>
<td>Bilateral procedure</td>
</tr>
<tr>
<td>15</td>
<td>Pacemaker check</td>
</tr>
<tr>
<td>16</td>
<td>Wet film reading required</td>
</tr>
<tr>
<td>17</td>
<td>Give films to patient</td>
</tr>
<tr>
<td>18</td>
<td>Progress notes required prior to issuing additional referrals</td>
</tr>
</tbody>
</table>
Index

A
About the Transaction 1
About Your Responses 4
Account # 2
Aetna Referral Add 4
Amount 2

C
Closed 4
Customer Support 1

D
Date Of Birth 2
Diagnosis Code 1 2
Diagnosis Code 2 and 3 2

E
Emdeon Customer Support 1
Error 4
Error Messages 6

F
First Name 2

I
Input Information 4
Input Prompts 2

M
Member # 2

P
Place Of Service 3
Procedure Code 1 through 5 3

R
Requester ID 3
Response or (On File) Information 4
Retry 4

S
Servicing Provider Message Codes 7
Special Considerations 1
Svc Prov Msg 3
Status 4
Svc Prov ID 3
Svc Prv Tax Code 3

V
Visits 3
Emdeon is a leading provider of revenue and payment cycle management and clinical information exchange solutions, connecting payers, providers, and patients in the U.S. healthcare system.

For more information, visit www.emdeon.com.