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Overview

About the Transaction
The subscriber and dependent Aetna Referral Inquiry transactions provide physician referral inquiry information to Aetna’s providers.

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.

National Provider Identifiers
In order for you to use a National Provider Identifier (NPI) as the provider ID, the following conditions must exist:

- The payer must be ready to accept NPI. Consult our payer lists at www.emdeon.com/PayerLists/payerlists.php for this payer’s NPI-readiness status.
- The provider must have fulfilled all of the payer’s NPI registration requirements.

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).

**Certification ID**
- **Used in:** All transactions.
- **Requirement:** Optional.
  
  The Aetna certification ID number.

  **Note:** If you enter a certification ID number and it matches one in the Aetna database, your response will have a single referral inquiry record. If you do not enter a certification ID number, the Aetna database could return up to five referral inquiry records.

**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.

**First Name**
- **Used in:** Dependent transactions.
- **Requirement:** Optional unless the patient has the same first name as another dependent.
  
  The dependent’s first name.

**Member #**
- **Used in:** All transactions.
- **Requirement:** Required.
  
  The subscriber’s Aetna subscriber identification number.

**Req Cat Code**
- **Used in:** All transactions.
- **Requirement:** Required.
  
  The code which indicates the type of the request. (AR=Admission Review, HS=Health Services Review, IN=Individual.)

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

*In order for you to use the National Provider Identifier (NPI), the payer must be ready to accept NPI. Additionally, the payer’s NPI registration requirements must be fulfilled.*
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

The Response Information section can include:
- The requesting provider’s identification number or National Provider Identifier (NPI).
- The subscriber’s Aetna subscriber identification number.
- The subscriber’s date of birth.

Aetna Referral Inquiry

This section returns reference information for this particular transaction such as:
- The transaction reference number.
- The provider ID or National Provider Identifier (NPI) of the requesting provider.
- The requesting provider’s name.
- 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 five 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.

**Referral Event**

The Referral Event section can appear up to five times. Includes:
- A message that explains the status of this Referral Add transaction.
- The certification number.
- The effective and termination dates of the patient’s certification.
- The facility that will render services to the patient.
- The procedure code associated with the certification number. Up to five procedure codes may appear.
- The number of visits allowed.
- An HMO message from Aetna regarding the visits.
- 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.
- The provider ID or National Provider Identifier (NPI) of the referring provider.
- The referring provider’s name.
- If the referring 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 provider ID or National Provider Identifier (NPI) of the attending or service provider.
- The service provider’s name.
- The service provider's specialty taxonomy code.
- A free-form message from the servicing provider.
- 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.
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
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To learn more about our company, our services, and our commitment to improving healthcare, visit our website at www.emdeon.com.