

Aetna Enroll FAQs

Q: What is Aetna Enroll?

A: Aetna Enroll is a front-end, online tool that provides our customers, brokers, and members with the opportunity to manage and maintain an employee's application process. It currently applies to qualified existing small group plan sponsors only.

Q: What states currently can use Aetna Enroll?

A: The following states have access to Aetna Enroll, and eligible groups in these states will receive letters: AZ, CA, CO, CT, DC, DE*, FL, GA, IL, IN, KS, MA, MD, ME, MI, MO, NC, NJ, NV, NY, OH, OK, PA, TN, TX, VA, WA

*coming soon

Q: What is the website where Plan Sponsors, Brokers and Members can find Aetna Enroll?

A: www.aetna.com/enroll

Q: How does a Plan Sponsor receive access to Aetna Enroll?

A: Newly eligible Small Group plan sponsors will receive a letter notifying them of their eligibility to access Aetna Enroll and how they can register. This letter will provide them with the website address www.aetna.com/enroll. Once they have reached that site, they will have the opportunity to register, or to log in if they have already registered.

Q: How does a broker receive access to Aetna Enroll?

A: Starting in April 2010, all Brokers of Record will have access to their eligible groups within Aetna Enroll without needing the Plan Sponsor to grant them access. Broker usernames will be automatically generated and will consist of the broker's first initial and last name. Broker passwords contain the broker's agency ID (an Aetna generated number), and will be mailed to brokers beginning in late April 2010. Brokers can then access Aetna Enroll by going to www.aetna.com/enroll, and logging in with their username and password.

Q: How does a member receive access to Aetna Enroll?

A: The Administrator who has access to Aetna Enroll within the plan sponsor group is responsible for making the decision to provide employees with access and delegating that function to them. Once the plan sponsor decides to provide access to an employee, he/she does so within the Aetna Enroll application, and the employee will be provided with a unique login and password.

Q: What happens once a member completes information in Aetna Enroll? How long does it take to have that information processed by Aetna?

A: Any change an employee makes will show on the Administrator's home page as a task needing attention. The Administrator must review and then approve before the changes are accepted and submitted to Aetna for processing. Some of these changes may also require Aetna Underwriting approval, such as a health questionnaire for Life product requests above the group's established Guarantee Issue amount. Once the record is ready to be transmitted (i.e., all approvals have been obtained), the record will be transmitted to Aetna within 24 hours. Once received, the file will be loaded into Aetna's system within 24-48 hours. The file transfer process will only occur on business days.

Q: How often is information transferred between Aetna Enroll and Aetna's legacy systems?

A: Information will be transferred on a daily basis.

Q: What quality measures are in place to ensure Plan Sponsor information is correctly fed from Aetna legacy systems to Aetna Enroll?

A: Daily electronic error reports will be used for records that may not pass through the Aetna enrollment edit process.

Q: What plan sponsors qualify for Aetna Enroll?

A: At this time the tool currently supports established small groups, with the following product exceptions:

- Medicare Products on the HMO platform
- COBRA
- *Individual Billing HMO Class Codes: 088 CalCobra, 930-939 Dependent Extensions, 060 FL Mini Cobra
- *Individual Billing Traditional Accounts 088 CalCobra and FL MiniCobra, 930-939 Dependent Extensions
 - Exclude Individual Voluntary (Controls setup in the following control bands 697607 – 697618 and 888100 – 888399)
 - Exclude all company codes other than US
- Packaged Life/Disability and Packaged Life, Disability and Dental
- LTD
- Dependent Life
- Health Network Option or Health Network Only – review is underway to support in the future
- Approximately 600 PSUID exclusions. Traditional groups who had medical/dental products on the same plan summary
- CBIA
- Association groups that we do not administer
- SRC Small Group customers
- EZlink Small Group customers

***These groups will have access to Aetna Enroll, however the members that are on these extensions (plans) will not and should follow the same process they do today for those members.**

Q: What functions/transactions can be performed in Aetna Enroll by a Plan Sponsor? By a broker? By a member?

A: Plan Sponsors and Brokers are able to perform the following transactions:

- Create an employee record
- Add/edit personal information
- View benefits available to an employee
- Add a benefit election for employee and dependents, if applicable
- Terminate an employee's coverage
- *Note:* They cannot complete Health Questionnaires on behalf of the member.

Members can perform all of the functions that plan sponsors and brokers can except for the following:

- Terminate coverage
- Create an employee record

Q: Will Plan Sponsors and Brokers still need to submit paper enrollment forms to Aetna?

A: No, Plan Sponsors and Brokers who choose to utilize Aetna Enroll will no longer be required to submit paper enrollment forms to Aetna. They should, however, retain them for their own records.

Q: What functions/transactions will require the Plan Sponsor or Broker to continue to go through normal channels within installation and eligibility?

A:

- Enrollment forms will need to be sent for the products that are out of scope.
- Retro transactions greater than 60 days will need to be submitted to eligibility
- Transactions that require special approval or special handling such as New Jersey dependent age, CalCOBRA, Florida mini COBRA, etc.

Q: What happens if a group adds another plan and only moves part of the group to the new plan?

A: This should be submitted as it is today; external users to Aetna Enroll will not be able to process this type of change.

Q: Why would a Plan Sponsor, especially a smaller (fewer than 10 lives) group, or Broker want to register and use this tool?

A: Regardless of group size, the Aetna Enroll application provides customers with 24/7 access to employee enrollment maintenance functions and eliminates the need for paper submissions. In addition, since brokers will also have the opportunity to have access to each group they represent, the broker can make any changes that might be required for even the smallest groups on the plan sponsor's behalf.

Q: How will Plan Sponsors and Brokers receive technical assistance?

A: Plan sponsors and brokers should call the technical support line, 1-866-910-9895, if they are having any issues while navigating the Aetna Enroll system.

Q: When will Aetna Enroll be available for installing New Business groups?

A: We are assessing 2010 IT projects, and we will communicate as decisions are made. In addition, if a new business group is an eligible group, they will have access to Aetna Enroll within 30 – 60 days (i.e., an 11/1/10 new effective group will have access to Aetna Enroll around 12/1/10 – 1/1/10).

Q: What is the number a registered user can call if they are having trouble with Aetna Enroll?

A: If a Plan Sponsor, Broker, or Member has technical questions or needs help with navigation within Aetna Enroll, they should contact the following Technical Support Lines:

- **Member Support:** 1-866-910-9894
- **Administrator and Broker Support:** 1-866-910-9895