

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 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-mdA15:B19A1A16:B19