

Aetna is excited to inform you that they have implemented service enhancements to better inform our members of the status of their claim during the claim process beginning May 14th. When a member submits a FSA claim, Aetna will now provide additional information to the members using enhanced EOP (explanation of payment) messaging.

Aetna has streamlined this process to communicate the status of the claim simply by using the EOP with enhanced codes and messaging. Members will receive an enhanced EOP with a detailed section as to what is needed and then can return the missing information with the EOP so their claim can be processed. This replaces the current process that had a separate letter to the member with the submitted claim documentation requesting the additional information. Aetna is committed to finding new solutions to protect and secure our member claims information.

Along with the many new EOP claim codes and messages, below are some additional updates that will assist in keeping our members better informed:

- EOP's will have an additional claim detail section for Additional Information Required ('AIR' claims).
- EOP's will display a message if the last claim received date (LCR) is within 30 days. This serves as a reminder to the member when the claim deadline is approaching.
- EOP's will display a message when the member meets their annual election.

Members registered with Navigator will also receive the following email alerts to keep them informed on the status of their claim submission.

- Email notification that claims have been received but not yet processed
- Email notification for claims that have been processed and have either been paid, denied or pended
- Email notification for claims that have been received but need additional information (Additional Information Required or 'AIR')