

How to submit a bill to Aetna Insurance

1. When submitting any bill or document to **AETNA**, include your name, University Identification number, and date of birth. Indicate that you are a LMU student.
2. Make copies of all bills and correspondence before you submit them to **AETNA**. Keep a record of all phone conversations, including the name of the person with whom you spoke to, date, time and probable outcome. If you need to correspond with **AETNA** over the phone, be prepared to refer to your documents and bills.
3. While a referral is not required, when you seek medical care outside Student Health Services, it is recommended.
4. To maximize your savings and reduce out-of-the pocket-expenses, select an Aetna Network Preferred Provider. It is to your advantage to use a preferred provider because savings may be achieved from the **Negotiated Charges** these providers have agreed to accept as payment for their services. Preferred providers are independent contractors, and neither employees or agents of Loyola Marymount University, Aetna Student Health, or Aetna.
5. Not all procedures and costs are covered 100%. To verify your coverage type (injury or sickness), you may call **AETNA** (1-877-409-7356) and provide your name and UID (see #1). Some illnesses or injuries may cost more to treat and you may be billed for what the plan does not cover.
6. Please review the section on Exclusions and Limitations in your insurance pamphlet.
7. For more information, please go to **AETNA**'s website: www.aetnastudenthealth.com, and go to "get started by searching your college or university," and enter Loyola Marymount University in the field "find your school."
8. Please send all claims to:

Aetna
PO Box 981106
El Paso, TX 79998

9. If you require additional assistance **AETNA** forms, please feel free to contact Student Health Services' staff.