

Provider contact information

Aetna Dental® plans quick guide

Contact options



Aetna Voice Advantage® voice recognition technology
National Dentist Line: **1-800-451-7715**

1. Enter your **National Provider Identifier (NPI)** or **tax ID number (TIN)**.
2. **Say** or **press**:
 - 1 — **Claims**
-Enter patient's Aetna ID.
 - 2 — **Coverage and benefits**
-Enter patient's Aetna ID, then date of birth.
-Press 2 for a fax-back. (Add your fax number and confirm, then press 2 to send.)
 - 3 — **Contact information**
 - 1 — Claims mailing address
 - 2 — Payer ID
 - 3 — Provider website registration instructions
 - 4 — Electronic transactions (claims or eligibility)
 - 5 — Fraud investigations
3. If you need **general help**, enter one of the previous options, then select "0" for a live representative.



For **online claims** and electronic solutions, visit **www.aetnadental.com**.

- Aetna payer IDs:
- Use 60054 for Aetna claims.
 - Use 68246 for Aetna DMO® plan encounters.



To **mail DMO encounters**, claims and specialist authorizations:

Aetna Dental
PO Box 14094
Lexington, KY
40512-4094

Questions? Please refer to the *Aetna Dental Office Guide for Primary Care Dentists* on **www.aetnadental.com**, or call the Aetna National Dentist Line at **1-800-451-7715**.

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