

Provider – Level 1

Your doctor can also submit their own appeal (separate from the employee appeal)

Mail

Appeals Resolution Team
PO Box 14463
Lexington KY 40512 or

Call Provider Services

1-888-632-3862



Urgent Appeal Level 1 & 2

If your doctor feels that a delay will put your health, life or recovery at serious risk or cause you severe pain, that's an urgent appeal. **You or your doctor may ask for an "expedited" appeal.**

Call the number on the back of your ID card OR leave a voicemail at the below numbers

Medical Expedited Appeal

1-877-665-6736

Behavioral Health Expedited Appeal

1-866-259-4450



Level 2

File a Level 2 appeal within 60 days of receiving a Level 1 appeal denial letter

Mail

Aetna Appeals Resolution Team
PO Box 14463
Lexington KY 40512 or

Call

The phone number on the back of your medical id card.



Level 3

File an External Level Appeal within 123 days of receiving a Level 2 appeal denial letter

Mail

Aetna Appeals Resolution Team,
PO Box 14463
Lexington KY 40512

Include a copy of the Level 2 determination letter and any other details about your appeal

START
HERE

Level 1

File a Level 1 appeal within 180 days of receiving a claim denial. You have 3 ways to [submit your appeal](#):

Mail

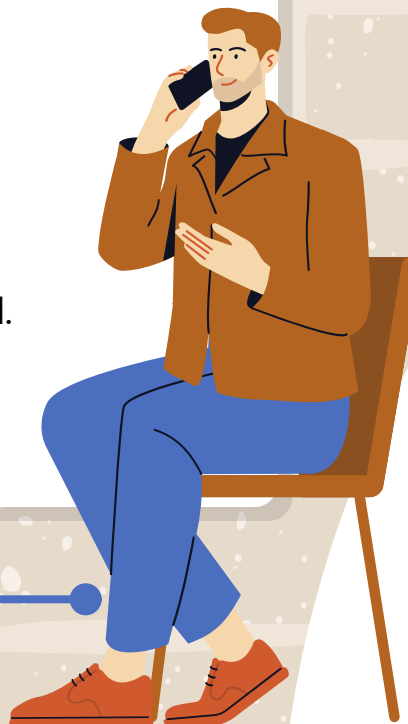
Aetna Appeals Resolution Team,
PO Box 14463
Lexington KY, 40512 or

Fax

1-859-425-3379 or

Call

The phone number on the back of your medical id card.



Appealing a Denied Claim with Aetna

When you use medical services, most of the time, the health plan will pay the claim, either directly to the provider or to you if you have already paid for your medical care. Sometimes your health plan will say "no" to a claim, in full or in part, for benefits or services you believe should have been covered. You or your provider may file an appeal with your health plan. Employees have 4 levels of appeal. These are the steps you can take if you wish to file a denied claim appeal with Aetna.



FINAL
STEP

Level 4

You may file a Plan Appeal with the City of Seattle within 123 days of receiving a Level 3 appeal denial letter.

Email: Benefits.Unit@seattle.gov

- Address the City of Seattle Plan Appeals Committee
- Include a copy of any denial letter and any other details about your appeal

Mail

City of Seattle, HR Benefits Unit
P.O. Box 34028
Seattle, WA, 98124