

Quick reference guide for providers Innovation Health Leap[®] plans – Virginia



What you need to know

- ▶ Primary care physician (PCP) selection is encouraged but not required
- ▶ No referral requirements
- ▶ Fixed copayments for certain services
- ▶ No coinsurance for in-network services

Innovation Health Leap plan members have out-of-network benefits. They are responsible for 50 percent coinsurance once they meet a \$20,000 deductible. Please try to send your patients to network providers to reduce their cost share.

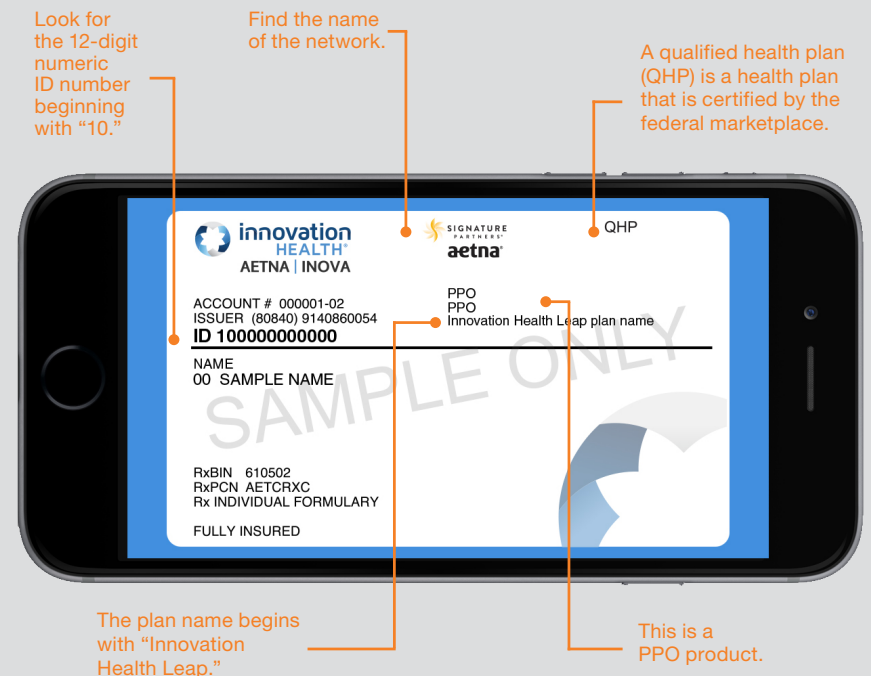
How this affects your payments from us

The underlying Innovation Health product is a preferred provider organization (PPO). If you hold a contract with Signature Partners and/or Mary Washington Health Alliance, the specific rates and language in your provider agreement cover these types of Innovation Health product offerings. Otherwise, your contracted rates with Aetna will apply.

How to recognize an Innovation Health Leap member

Innovation Health Leap members have digital member ID cards. They can view or print their digital member ID card from their computer or mobile device. A member may choose to provide you with a photocopy or a digital version of their ID card right from their smartphone. They may not have a plastic ID card.

You can verify eligibility, and view and print member ID cards, on our secure provider website.



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Innovation Health Leap network

View the grid below to see where Innovation Health Leap plans are available. You are only considered in network if you are located in the counties listed below and you are contracted with Aetna, Signature Partners and/or Mary Washington Health Alliance.

Innovation Health Leap plan members should seek care from providers within their network to reduce their cost share.

PROVIDER NETWORK*	Available in these counties/cities	Product type	Out-of-network coverage	PCP selection required	PCP referral required
	Alexandria (city), Arlington, Clarke, Fairfax, Fairfax (city), Falls Church (city), Fauquier, Frederick, Fredericksburg City, Loudoun, Manassas City, Manassas Park City, Page, Prince William, Shenandoah, Spotsylvania, Stafford, Warren, Winchester City	PPO	Yes	No, but strongly encouraged	No

How to search for an Innovation Health Leap provider

Visit our online provider directory to verify participation.

- ▶ Go to **innovation-health.com**. Select “Health Care Professionals,” then select “Find a Doctor” under “Physicians & Providers Tools.”
- ▶ Under “Search for,” enter provider name or specialty and enter location (ZIP, city or state).
- ▶ Click “Search,” then choose a “2017 Innovation Health Leap plan/Innovation Health Individual Plan” from the “Select a Plan” drop-down menu.

Want to link to the directory online? Click [here](#).

Note: Innovation Health Leap plan members also have their own provider search on their secure member website.

*Networks may not be available in all ZIP codes and are subject to change.

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QUICK FACTS FOR ADMINISTERING INNOVATION HEALTH LEAP PLANS

PCP	PCP selection is encouraged, but not required.	
Eligibility and benefits	<p>Go to innovation-health.com, select “Health Care Professionals,” and then select “Medical Professionals Log In” under “Physicians & Providers Tools.”</p> <p>Enter your user name and password to log in to NaviNet[®], our secure provider website.</p> <p>When submitting eligibility inquiries, you must use one of the following search options:</p> <ul style="list-style-type: none"> • Member name/date of birth • Member ID/date of birth (using the patient’s 12-digit ID listed on the ID card) • Member ID/member name (using the patient’s 12-digit ID listed on the ID card) <p>Note: Click the ID card image on the left side of the “Eligibility Details” screen to view, print or save the patient’s digital member ID card. Security officer enablement is required if you don’t see the image.</p>	
Referrals	<p>Referrals are not required to see a specialist.</p> <p>Your patients will get the most from their benefits by seeing providers in the Innovation Health network. If they see providers outside of the network, they will pay more out of pocket. The exception to this is emergency care, which is covered as an in-network benefit.</p>	
Precertification	<p>Follow Aetna’s precertification guidelines.</p> <p>Visit our online precertification information page to view precertification lists and our code search tool. Visit innovation-health.com/physicians-and-providers/, and select “Precertification,” then “OK,” from the “Physicians & Providers Tools” menu. You will be taken to Aetna’s precertification information.</p>	
Claims mailing address	<p>Electronic claims submission</p> <p>Submit electronic claims using Innovation Health’s electronic payer ID 40025.</p>	<p>Paper claims submission</p> <p>Mail to: Innovation Health PO Box 981106 El Paso, TX 79998-1106</p>
Laboratory information	<p>National preferred lab – Quest Diagnostics[®]</p> <p>Other national participating labs</p> <p>Other participating labs</p>	<p>Visit www.questdiagnostics.com.</p> <p>Visit www.aetna.com/dse/cms/codeAssets/html/National_Lab_Listing.html.</p> <p>Visit innovation-health.com. Select “Health Care Professionals,” then select “Medical Professionals Log In” under “Physicians & Providers Tools.”</p>
Pharmacy	<p>The Innovation Health Leap pharmacy network doesn’t include all pharmacies. It includes national chains like CVS/pharmacy[®], Rite Aid[®], Target[®] and Walmart[®] — plus regional chains and independent local pharmacies.</p> <p>Members have out-of-network benefits, subject to a high deductible and 50 percent coinsurance.</p> <p><i>Note: The use of the Aetna Rx Home Delivery[®] mail-order pharmacy isn’t mandatory, but it’s available to all of our members. It’s also convenient and can help them save money.</i></p> <p><i>If members use specialty drugs, it’s required for them to use Aetna’s specialty pharmacy network in order to receive in-network benefits.</i></p>	



For more information, contact the Innovation Health Provider Service Center at **1-844-289-4503** and press the provider option.

Innovation Health is the brand name used for products and services provided by Innovation Health Insurance Company and Innovation Health Plan, Inc.