

Annual Student Verification Requirements

The student verification process will start once a claim is submitted to Aetna. Once a member turns 19, Aetna will pend payment on all claims for that member until student verification has been provided. Claims will be pended for 45 days. **If dependent verification is not provided within the 45-day time period the claim will be denied and no benefits will be paid.**

If a claim is in pend status, the member will be sent an Explanation of Benefits (EOB). If the member is signed up for Aetna Navigator, the EOB will be downloaded to Navigator (unless the member checks the box online to say that they still would like to receive a paper EOB). If the member is not signed up for Navigator, Aetna will still send a paper EOB in the mail. The member will be prompted to contact Aetna to update eligibility information either by calling (877) 204-9186 or by using the Aetna Navigator system.

The wording that appears on an EOB when a claim is pending for student information is as follows:

To determine if this member is eligible for coverage as a student, we require the following information be updated periodically.

1. Does the dependent rely primarily on the employee for support? Yes__No__
2. Is the dependent employed full time? Yes__No__
3. If you answered #2 "Yes," please tell us the name and address of the dependent's employer.
4. Is the dependent a full-time student? Yes__No__
If "no", is the dependent regularly attending school? Yes__No__
5. Handicapped Dependent: Please contact Member Services at the toll-free number on your member ID card for the forms you need to continue coverage. Please complete and return the forms within 30 days in order to continue coverage; otherwise, your dependent's coverage may terminate.
6. Disabled Student: Your State may allow extended coverage for Disabled Students. Please contact Member Services at the toll-free number on your member ID card for your plan and State specific eligibility of this extended coverage and the required forms. Please complete and return the forms within 30 days in order to continue coverage; otherwise, your dependent's coverage may terminate.

Annual Student Update Requirement

Information is requested annually upon receipt of a claim. Student verification update must be entered within that current school year. The school year is considered to be 9/01/XXXX – 8/31/XXXX. If the dependent will graduate prior to the 8/31 date, enter that date and Aetna will update the system as indicated per the semester and school year.

When a claim comes in after the verification has expired, the claim will pend and Aetna will request the dependent student eligibility verification again.

If your dependent's verification is due to expire please feel free to contact Aetna Member Services by calling (877) 204-9186, so you can update their status for the following school year.

Please note: If your dependent does not meet the criteria of a student please notify ASD Benefits Department 742-4200 so we can make the necessary changes to your dependent eligibility records and offer COBRA health plan insurance.