

Understanding Your Coverage

The front of your member ID card has the below logo



How does my insurance coverage work?

The **Coastal Carriers** group health plan has partnered with the **Aetna ASA PPO network** for access to their in-network providers and network savings. Aetna is your PPO network only, meaning they can confirm which providers are in-network or out-of-network, but they do not handle eligibility and benefit information.

Auxiant, as the TPA for the Coastal Carriers Plan, manages eligibility and benefits, as well as processes claims. The Aetna network has access to member information, but does not keep it on file since Aetna is not the insurance provider. Member eligibility, benefits, and claims information is kept on file and managed by Auxiant.

If your provider asks for clarification on your insurance provider, advise them of the following:

- Your insurance is with your employer, Coastal Carriers
- Auxiant is the third-party administrator (TPA)
- Aetna ASA only acts as the PPO network

How do I find healthcare providers in the Aetna network?

To find a provider who is in-network with Aetna ASA, visit their online provider directory at www.aetna.com/asa. Members can also contact Auxiant at 800-788-7569 for assistance with in-network providers.

Important note to consider: It is very important that members verify that their professional providers are in the Aetna ASA network prior to any scheduled visit.

How can I contact Auxiant?

For questions regarding eligibility, benefits, or claim status, please contact Auxiant's customer service team for assistance.

- Auxiant Customer Service can be reached at: 800-788-7569
- You can also visit Auxiant online at: www.auxiant.com.
 - Auxiant member accounts provide access to enrollment and claims data, ID cards, and several other helpful resources. The website also provides the ability to instant message with our customer service team as opposed to calling them.