

# Overview: Aetna Signature Administrators® (ASA)

Aetna Signature Administrators and Nippon Life Benefits have partnered to provide you with employee benefits programs, delivered with exceptional care and customer service. This arrangement brings together world-class companies committed to controlling healthcare costs, while maintaining the highest standards of excellence.

## Aetna Signature Administrators offers your organization:

- Access to one of the country's most comprehensive PPO networks.
- Large-case medical management that offers cost-appropriate clinical reviews of high-dollar medical treatments.
- The Institutes of Excellence™ Transplant Network, which provides access to hospitals, facilities and transplant centers with a record of successful treatment and superior medical standards.

- Utilization management and case management by ActiveHealth® Management, an Aetna company.

## ASA PPO networks: comprehensive and cost-effective care

Aetna Signature Administrators is an NCQA accredited national PPO network with over 723,000 participating physicians and 6,400 hospitals. The network includes such renowned facilities as:

- Montefiore Medical Center
- Memorial Sloan Kettering Cancer Center
- Cleveland Clinic
- St. Jude Children's Research Hospital

The ASA Network offers access to a broad network of doctors, specialists, facilities and other services in most areas of the country. The ASA PPO network offers a diverse listing of local care providers, such as hospitals, primary care physicians, specialists, and Ob/Gyns. The network's accessibility standards use GeoAccess indicators for urban, suburban and rural zip codes. We'll work with you to develop solutions to provide geographic coverage for members.



## Access to accredited class hospitals and facilities

Aetna Signature Administrators is focused on creating quality relationships with medical professionals and facilities to deliver quality care and outstanding customer satisfaction. The network's participating hospitals must be licensed and accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) or the American Osteopathic Association (AOA), as appropriate. This accreditation also seeks demonstration of quality improvement activities.

## Protect against the impact of catastrophic claims

Aetna Signature Administrators controls costs through a predetermined liability limit and a fixed monthly premium. Aetna has a proven 25-year track record of controlling costs for self-funded customers through Stop Loss insurance. You can benefit from a self-funded arrangement to protect against financial risk from catastrophic claims.

## ActiveHealth Management

A technology-driven health management company, ActiveHealth's utilization and case management services are accredited by URAC. These programs reduce costs through improved coordination of care, consistent follow-up and maximum utilization of network services. Utilization and case management use the ActiveAdvice system, a work-flow tool that presents all available data organized around a single member record.

## Institutes of Excellence (IOE)

Members who need specialty care, such as transplants, can access the Institutes of Excellence (IOE) network, which includes hospitals and transplant centers with a record of successful treatment and superior medical standards. Aetna IOE facilities have demonstrated excellence in their transplant programs and deliver ASA customers exceptional negotiated rates. When a member uses an IOE facility, a registered nurse manager helps him or her with every phase of the transplant process, from evaluation through recovery. The client also becomes eligible for a 20 percent reduction in the individual Stop Loss level for the transplant individual. The Aetna IOE network covers heart, lung, kidney, pancreas, intestinal, bone marrow and stem cell transplants.

## ASA PPO NETWORK FACTS

- Low provider turnover rate of less than 5% annually since January 2003 (3.4% in 2008)
- Low facility turnover rate of less than 1.5% annually since January 2003 (0.9% in 2008)
- Recipient of National Committee for Quality Assurance (NCQA) Preferred Provider Organization (PPO) Accreditation at a national level

