

## nbkc bank

*The **front** of your ID card has the below logo*



## How do I find healthcare providers in the Aetna network, and who do I contact for assistance?

The nbkc bank health plan has partnered with the Aetna network. This partnership gives members access to a network of doctors and facilities with great savings and quality care. Members maximize their Plan benefits by using providers that belong to the Aetna network.

**To find a provider who is in-network with Aetna, visit Aetna's online provider directory at [www.aetna.com/asa](http://www.aetna.com/asa).**

- It is very important that members verify that their professional providers are in the Aetna network prior to any scheduled visit.

**Important notes to consider:** Members should contact Auxiant at 800-788-7569 to verify eligibility status and confirm benefits. This information can also be confirmed by logging onto a member account at [www.auxiant.com](http://www.auxiant.com).

**Reminder:** Auxiant, as a TPA, is a separate entity from Aetna, a provider network; therefore, Auxiant cannot locate providers on behalf of Aetna. Similarly, Aetna cannot view eligibility or benefit information that is housed by Auxiant.

## How can I contact Auxiant?

For questions regarding eligibility, benefits and coverage, or claim status, please call Auxiant or log in to your member account.

- Auxiant Customer Service can be reached at: 800.788.7569
- You can also visit Auxiant online at: [www.auxiant.com](http://www.auxiant.com).
  - Auxiant member accounts provide access to enrollment and claims data, ID cards, and several other helpful resources. There is also a chat feature available that connects members to a live customer service representative at Auxiant.