

# PPI Benefit Solutions

## Who we are and the ACSA Trust

### Who is PPI Benefit Solutions (PPI)?

PPI provides administrative services through the ACSA Trust. Our company helps organizations like your employer to obtain cost effective group insurance coverage.

### What is the ACSA Trust?

The Association of Community Service Agencies (ACSA) Trust is a multiple employer trust, through which your company accesses dental coverage for its employees.

Hundreds of organizations are members of this Trust, and Aetna views all the groups under the dental Trust as one entity. Due to its large size, a multiple employer trust such as ACSA is better able to stabilize rates than its member organizations could do individually.

### What will I see on Aetna Navigator?

Each employer group is considered a sub-division of ACSA. Please be aware that Aetna may refer to your company by the Trust name (ACSA) when you view your dental coverage online in Aetna Navigator or contact member services. Your group's policy number represents the Trust, and the division code is specific to your company. Members should identify themselves by their ID or social security number when contacting Aetna for information.

### Questions?

#### Call Aetna at 1-877-238-6200 when:

- Changing your Primary Care Dentist (PCD) selection.
- Verifying a provider's network participation.
- Requesting a pre-determination of benefits.
- Inquiring about a claim or an Explanation of Benefits (EOB) received.
- Online services via the Internet at:  
**[www.aetna.com](http://www.aetna.com)**

PPI is another source available to members when attempts to resolve claim issues with the carrier directly have been unsuccessful.

#### How do I contact PPI?

Our service representatives are available Monday through Friday from 8am to 5pm ET toll-free at **(888) 674-0046** or email your inquiry to us at **[clientservices@ppibenefits.com](mailto:clientservices@ppibenefits.com)**.

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[www.ppibenefits.com](http://www.ppibenefits.com)