

## Producer contact information

# Aetna Health Plans for Individuals, Families and the Self-Employed

**aetna.com**

### **BROKER SALES SUPPORT UNIT**

**1-888-54-AETNA  
(1-888-542-3862)**

Monday through Friday  
7:30 a.m. to 5:00 p.m. CT/  
8:30 a.m. to 6:00 p.m. ET

**Fax: 1-866-530-8157**

**Email address:**

**AIMBrokerSupport@  
aetna.com**

**Mail address:**

Aetna Consumer Segment  
Broker Support  
PO Box 91507  
Arlington, TX 76015-0007

### **SELF-SERVICE**

**Visit the Producer  
World® website for  
links to these  
convenient business  
tools**

- Plan designs, marketing materials and enrollment forms
- View your Individual Book of Business

### **The Aetna Navigator® member website and Producer World**

**Technical support**

**1-800-225-3375**

Monday through Friday  
7 a.m. to 9 p.m. ET

Prompt 1 (Aetna Navigator)  
Prompt 4 (Producer World)

### **New business submissions**

**Underwriting**

Please refer to the  
submission address listed  
on the application.

**Overnight mail address:**

AIM  
101 Yorkshire Boulevard  
Lexington, KY 40509

Underwriting customer  
service for applicants only:

**1-866-898-3267**, option #1

## BILLING AND ENROLLMENT SERVICES

Include the member's full name and ID number when sending a fax or email to Billing and Enrollment.

### Existing business

#### Off-exchange

**1-877-302-3862**

Monday through Friday  
8 a.m. to 5 p.m. local time

**Email address for on-exchange billing and enrollment:**

**HCREnroll-Billing  
Mailbox@aetna.com**

**Email address for billing issues and terminations:**

**IndividualEnrollment  
andBilling@aetna.com**

*Reference "Premium Billing" or "Termination" in the subject line.*

**Fax for plan change and termination requests:**

**1-855-328-3343**

**Fax for recurring EFT and credit card requests:**

**1-860-975-1253**

### Licensing and appointment

**1-866-511-2863**

#### During Open Enrollment

(November – January)  
8 a.m. to 10 p.m. ET  
seven days a week

#### After Open Enrollment

(February – October)  
8 a.m. to 8 p.m. ET  
Monday through Friday  
10 a.m. to 2 p.m. ET  
Saturday  
1 p.m. to 5 p.m. ET  
Sunday

**Fax: 1-888-539-7601**

**Email address:**

**LAAU@aetna.com**

**For email address changes only:**

**LAAUaddresschanges@  
aetna.com**

### Commission inquiries

**1-800-622-3435**

Monday through Friday  
8:00 a.m. to 4:30 p.m. ET

**Email address:**

**BrokerComm@aetna.com**

## MEMBER CONTACT INFORMATION

### Medical

Benefits or claims questions for Aetna Advantage IDs with eight alphanumeric characters (example: BB12345A)

#### Off-exchange

**1-866-565-1236**

#### On-exchange

**1-855-586-6960**

Benefits or claims questions for Aetna Advantage IDs with a "W" followed by nine numbers (example: W1234 56789)

**1-866-565-1236**

#### Aetna Leap<sup>SM</sup> Plan Member Services

For questions on plan information, to request an ID card or to make a premium payment.

**myaetna.com**

**1-844-241-0208**

#### During Open Enrollment

(November – January)

8 a.m. – 10 p.m. ET  
seven days a week

#### After Open Enrollment

(February – October)

8 a.m. – 8 p.m. ET  
Monday through Friday  
10 a.m. – 2 p.m. ET  
Saturday  
1 p.m. – 5 p.m. ET  
Sunday

**Claims address:**

Aetna  
PO Box 981106  
El Paso, TX 79998-1106

### Dental

**1-877-238-6200**

Prompt 1 (Dental plan member)

**Claims address:**

Aetna  
PO Box 14094  
Lexington, KY 40512-4094

### Pharmacy

**1-800-AETNA-RX  
(1-800-238-6279)**

Prompt 2 (Member or calling on behalf of a member)

**Claims address:**

Aetna Pharmacy  
Management  
PO Box 398106  
Minneapolis, MN  
55439-8106

#### Mail-order drug

**1-866-612-3862**

**Ordering address:**

Aetna Rx Home Delivery  
PO Box 417019  
Kansas City, MO  
64179-9892

**To track and order Rx refills:**

**aetna  
rxhomedelivery.com**

### Other resources

#### Aetna Navigator

Check claims, balances and benefits. Explore discount programs and Take Action On Your Health<sup>SM</sup>, all on Aetna Navigator.

**aetna.com**

#### DocFind<sup>®</sup> online directory

**aetna.com/docfind/  
custom/advplans**

#### Informed Health<sup>®</sup> Line

24-hour nurse help line

**1-800-556-1555**

#### Vision

Call for your closest eye care provider.

**1-800-793-8616**

#### Vital Savings by Aetna<sup>®</sup> program

**1-877-MYVITAL  
(1-877-698-4825)**

**vitalsavings.com**

This information is intended for brokers only. Aetna individual health insurance plans are underwritten by Aetna Life Insurance Company, Aetna Health Inc., and/or by Aetna Health of Utah Inc. (Aetna).

**aetna.com**