

Contact information

Aetna Small Group Brokers and General Agents

Mid America Region: Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Missouri, Minnesota, Nebraska, North Dakota, Ohio, Oklahoma, South Dakota

Broker and Employer Services

For 2 – 100 service-related questions — see next page for Member Services contact information.

Aetna Answer Team

Phone: **1-877-232-1621**
E-mail: **MidAMAAT@aetna.com**

Choose the following numbers, when prompted to access the information you need:

- 1 Automated billing
- 2 Benefits or claims questions
- 3 New business quotes
- 4 Renewal or plan changes
- 5 Pharmacy
- 6 All other questions — connect to AAT

Maintenance enrollment

Submit enrollment forms for additions, changes and terminations to:
enrollmentsgMA@aetna.com.

Eligibility and billing

For premium remittance and lockbox information, see customer bill or please contact the Aetna Answer Team.

Phone: **1-877-232-1621**

ACA New Business Unit

Phone: **1- 844-241-0209**

New business quoting (2 – 50)

- Producer World>Small Group Business>Quoting

E-mail: **ACANBUPresaleQuoteRequest@aetna.com**

Sold case submission (2 – 50)

E-mail: **ACANBUSoldCaseSubmission@aetna.com**

Secure File Transport (FTP): **https://st3.aetna.com/**

If you do not have access to the FTP server, please contact the ACA New Business Unit for access.

New business general questions/status requests (2 – 50)

E-mail:
ACANBUBrokerSupport@aetna.com

51+ requests: new business quoting and prescreen requests

E-mail: **Mid-AmericaNewBusinessUnderwriting51@aetna.com**

Sold case submission (51 – 100)

E-mail:
Mid-Americasoldcaseapprovalrequested@aetna.com

Small Group Client Manager Team

Renewals and ancillary products (2 – 50)

Phone: **1-844-275-0317**

When prompted, please say the name of your client manager or dial their complete phone number.

Existing business renewal information (2 – 50)

E-mail:
MidAmClientManagement@aetna.com

eBusiness

***eEnrollment *eBilling *eSales**

- Plan sponsors:
www.aetna.com/employer

Portal registration:
Phone: **1-800-237-7476**

Brokers:

- Access through Aetna's broker portal: Producer World>Small Group Business>eBusiness
- Technical support: **1-866-910-9895**
e-technical assistance line

Aetna Navigator® and Producer World® websites

Phone: **1-800-225-3375**

Choose the following numbers when prompted, to access the information you need:

Prompt 1: Aetna Navigator
Prompt 3: Producer World

Contact information

For members

Member Services

Benefits questions or claims inquiries

Medical

For Aetna Health Network OnlySM or Aetna Health Network OptionSM plans:

1-866-529-2517

For Aetna PPO and Managed Choice health plans: **1-888-802-3862**

For Aetna HMO plans:

1-888-702-3862

Aetna
PO Box 14079
Lexington, KY 40512-4079

Dental

Phone: **1-877-238-6200**

Prompt 1 Dental plan member

Prompt 2 Dental care provider

Aetna
PO Box 14094
Lexington, KY 40512-4066

Life

Phone: **1-800-523-5065**

Aetna Life Insurance
PO Box 14548
Lexington, KY 40512-4548

Disability

Phone: **1-888-584-2981**

- For short-term disability only:
1-866-326-1380
- For short-term disability with FMLA:
1-866-326-1379
- Fax: **1-866-667-1987**

Aetna Life Insurance
PO Box 14552
Lexington, KY 40512-4024

Pharmacy

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

Prompt 2 Member or calling on behalf of a member

Specialty pharmacy

Phone: **1-866-782-ASRX**
(1-866-782-2779)

Aetna Commercial APM Claims
PO Box 14204
Lexington, KY 40512-4024

Mail-order drug

Phone: **1-866-612-3862**

Ordering address:
Aetna Rx Home Delivery
PO Box 829518
Pembroke Pines, FL 33082-9518

To track and order Rx refills:
www.aetna.com.

Other programs

Aetna VisionSM Preferred program

Phone: **1-877-973-3238**

Aetna VisionSM discount program

Phone: **1-800-793-8616**

Call for closest eye care provider

Informed Health[®] Line

Phone: **1-800-556-1555**

24-hour nurse help line

Aetna Behavioral Health

Phone: **1-800-424-5679**

Aetna Discount Program, online provider directory, member website and other information, visit **www.aetna.com.**

Visit your secure member website 24 hours a day, 7 days a week. Use it to perform common transactions involving your Aetna medical, dental, prescription drug or flexible spending account (FSA) plans.

You can send a secure e-mail to Aetna Member Services, access claims, find out who's covered — and get general health information as well as decision-support tools. Log in to your member website at **www.aetna.com.**

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

While only your doctor can diagnose, prescribe or give medical advice, the Informed Health line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

www.aetna.com

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