

## Producer contact information

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

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

### **BROKER SALES SUPPORT UNIT**

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

Monday through Friday  
8:30 a.m. to 5:00 p.m. CT/  
9:30 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 Producer World®  
for links to these  
convenient business  
tools**

- Plan designs, marketing materials, enrollment forms
- Online quoting
- Check underwriting status
- View your Individual Book of Business

### **Aetna Navigator® 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**

Mailing address for the  
following states:

*AZ, CT, DE, FL, GA, IL, ME, MI,  
NV, OH, PA, TX, VA*

Aetna Advantage Plans  
PO Box 14381  
Lexington, KY 40512-4381  
Fax **1-866-892-8396**

Overnight mail address:  
AIM

101 Yorkshire Blvd.  
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**

Monday through Friday  
8:30 a.m. to 5:00 p.m. ET

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  
1-844-241-0208**

**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:**

**www.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.

**www.aetna.com**

#### DocFind<sup>®</sup>

**www.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>

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

**www.vitalsavings.com**

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**www.aetna.com**

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