

Producer contact information

Aetna Advantage Plans for Individuals, Families and the Self-Employed

BROKER SALES SUPPORT UNIT

1-888-54-AETNA (1-888-542-3862)
Fax **1-866-530-8157**

Monday – Friday
8:30 a.m. — 5:00 p.m. local time

E-mail address

AIMBrokerSupport@aetna.com

Mail address

Aetna Consumer Segment
Broker Support
P.O. Box 91507
Arlington, TX 76015-0007

Self-Service

Visit [Producer World](#) for links to these convenient business tools.

- [Plan designs, marketing materials, enrollment forms](#)
- Quote in [Consumer Portal](#) (CP): AZ, CA, CT, GA, IL, IN, KY, MI, NE, OH, PA, SC, TX
- Quote in [Individual Purchaser Solution](#) (IPS): All other states
- For “Prescreening” inquiries only, access the [Underwriting Prescreen Form](#)
- Check [underwriting status](#)
- Request access to your [Individual Book of Business](#)
- View your [Individual Book of Business](#)
- [Frequently asked questions](#)

Aetna Navigator® & Producer World® Technical Support

1-800-225-3375 Monday – Friday
7 a.m. – 9 p.m. ET

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

HIPAA Plan Information

1-888-438-8581

New Business Submissions

Underwriting

Regular mail address

CT, IL, OH
Aetna Advantage Plans
P.O. Box 14381
Lexington, KY 40512-4381
Fax **1-866-892-8396**

AZ, CA, GA, IN, KY, MI, NE, PA, SC, TX
Aetna Advantage Plans
P.O. Box 14015
Lexington, KY 40512-4015
Fax **1-866-892-8396**

All other states
Aetna Advantage Plans
Mail Stop U22N
P.O. Box 3013
Blue Bell, PA 19422-0763
Fax **1-866-223-2041**

BILLING & ENROLLMENT SERVICES

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

EXISTING BUSINESS

1-866-772-3862

Monday – Friday
8 a.m. – 5 p.m. local time

E-mail address for individual enrollment issues

IndividualEligibilitySupport@aetna.com

Reference Enrollment Issues in the subject line.

E-mail address for billing issues & for terminations

IndividualBillingandEnrollment@aetna.com

Reference Premium, Billing or Termination in the subject line.

Fax for plan change and termination requests **1-860-975-1620**

LICENSING AND APPOINTMENT

1-866-511-2863

Monday – Friday 7:30 a.m. – 4:00 p.m. CT
Fax **1-888-539-7601**

E-mail address LAAU@aetna.com

COMMISSION INQUIRIES

1-800-622-3435

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

E-mail address

BrokerComm@aetna.com



Contact information for members



MEDICAL

For benefit or claims questions for Aetna Advantage HMO and POS Plans

HMO and POS Individual **1-800-435-8742**

For benefit or claims questions for Aetna Advantage PPO, Managed Choice® and HSA Plans

PPO and Managed Choice Individual
1-866-565-1236

Claims Address

Aetna
P.O. Box 981106
El Paso, TX 79998-1106

DENTAL

1-877-238-6200
Prompt 1 (Dental Plan Member)

Claims Address

Aetna
P.O. 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
P.O. Box 398106
Minneapolis, MN 55439-8106

Mail-Order Drug

1-866-612-3862

Ordering Address

Aetna Rx Home Delivery
P.O. Box 417019
Kansas City, MO 64179-9892

To Track and Order Rx Refills

www.aetnarxhomedelivery.com

OTHER RESOURCES

Aetna Navigator®

Check claims, balances and benefits. Explore discount programs and Take Action On Your HealthSM, all on Aetna Navigator.

www.aetna.com

DocFind®

www.aetna.com/docfind/custom/advplans

Informed Health® Line

24-Hour Nurse Help Line
1-800-556-1555

Aetna VisionSM Discount Program

Call for closest eye care provider
1-800-793-8616

Vital Savings by Aetna®

1-877-MYVITAL (1-877-698-4825)
www.vitalsavings.com

This information is intended for brokers only.

Aetna Advantage Plans for Individuals, Families and the Self-Employed are underwritten by Aetna Life Insurance Company (Aetna) directly and/or through an out of state blanket trust and Aetna Health Inc. In some states, individuals may qualify as a business group of one and may be eligible for guaranteed issue, small group health plans.

These plans are medically underwritten and your client may be declined coverage in accordance with their health condition.

