


Your Aetna Small Group Contacts

You have questions and we have answers. Below is a handy guide that outlines all of our broker service teams and how you can reach them. From our ACA New Business Unit to the Aetna Answer team, we have the resources you need for even your toughest service cases.

	1-50 Small Group	51-100 Small Group Plus
New sales: Support for new business quotes and installation	<p>ACA New Business Unit: Aetna</p> <p>Phone: 1-844-241-0209 Option 1</p> <p>For Aetna Presale requests ACANBUPresaleQuoteRequest@aetna.com</p> <p>For Aetna Sold Case requests ACANBUSoldCaseSubmission@aetna.com</p> <p>For Aetna General questions/status requests ACANBUBrokerSupport@aetna.com</p> <p>ACA New Business Unit: Coventry</p> <p>Phone: 1-844-241-0209 Option 2</p> <p>Support for presale, sold case, and general questions/status requests: CHCSGNewBusiness@aetna.com</p>	Agency and Region Specific Account Executive
Renewals: Retention and cross-sell support	Agency and Region Specific Aetna Client Manager	Agency and Region Specific Field Client Manager
Broker Services: Commission related questions, appointment, etc.	<p>Commissions brokerops@aetna.com</p> <p>Broker Support: 877-282-3862</p>	
Service Issues and requests Billing/urgent enrollment/escalated claims	<p>Aetna Answer Team Phone: 1-800-297-7145 option 6 NEAAT@aetna.com</p> <ul style="list-style-type: none"> 1 Automated Billing 2 Claims Questions 3 New business quotes 4 Renewal or plan changes 5 Pharmacy 6 All other questions (Aetna Answer Team) <p>Standard Enrollments for small group (2-100) are sent to EnrollmentSGNE@AETNA.com</p> <hr/> <p>Coventry CARETeam 866-613-4976 HapaBroker@aetna.com Broker Hotline can answer claim and benefit inquiries</p>	