

# Producer contact information

## Individual Business — Medicare

### MEDICARE BROKER SALES SUPPORT UNIT

**1-888-247-1050**

Monday – Friday 8:30 a.m. - 5:00 p.m. local time  
brokerservice-medicareteam@aetna.com

### Self-service

- Order broker enrollment kits:  
**1-888-247-1050**  
Fax: **1-860-975-9697**
- View plan designs and rates on [www.AetnaMedicare.com](http://www.AetnaMedicare.com)

### Visit Producer World to access these convenient business tools

- Enrollment and compensation is as [Easy as 1-2-3](#)
- Access the [Medicare Marketing Print Portal](#)
- Medicare Supplement [FAQ](#)

### New business submissions

Fax: **1-866-441-2341**  
E-mail: [medicareenrollmentapplications@aetna.com](mailto:medicareenrollmentapplications@aetna.com)  
Aetna Medicare Broker Enrollment Team  
P.O. Box 14088  
Lexington, KY 40512-4088

### Licensing and appointment

**1-866-511-2863**  
Monday-Friday 7:30 a.m. - 4:00 p.m. CT  
Fax: **1-888-539-7601** or **1-281-637-3569**  
E-mail: [LAAUmedicare@aetna.com](mailto:LAAUmedicare@aetna.com)

Aetna, Inc.  
Licensing and Appointment Admin Unit  
Three Sugar Creek Center, 2nd FL  
Sugar Land, TX 77478

### Access on Producer World:

[Licensing and appointment information](#)

### Commission inquiries

**1-800-622-3435**  
Monday-Friday 8:00 a.m. - 4:30 p.m. ET  
E-mail: [BrokerComm@aetna.com](mailto:BrokerComm@aetna.com)

Access on Producer World: [Compensation information](#)

### Producer World®

Registration and support  
**1-800-225-3375** Prompt 4  
Monday–Friday 7:00 a.m. - 9:00 p.m. ET  
Web: [www.aetna.com/producer](http://www.aetna.com/producer)

### Existing Member Services

#### General information

**1-800-282-5366**

#### Billing and enrollment

**1-866-772-3862**  
Monday-Friday 8:00 a.m. - 5:00 p.m. PT

Standalone drug plans:  
**1-877-238-6211**

Medicare Supplement:  
**1-800-557-5078**

#### Important contacts

#### Medicare helpline & website

**1-800-MEDICARE (1-800-633-4227)**  
24 hours a day, 7 days a week  
[www.Medicare.gov](http://www.Medicare.gov)

#### Social Security Administration

**1-800-772-1213**  
Monday - Friday 7 a.m. - 7 p.m.  
[www.socialsecurity.gov](http://www.socialsecurity.gov)

This information is intended for brokers only. Aetna Medicare Advantage Plans: Offered by Aetna Health Inc., Aetna Health of California Inc., and/or Aetna Life Insurance (Aetna). Coverage is provided through a Medicare Advantage organization or a Medicare prescription drug plan sponsor with a Medicare contract. Benefits, limitations, service areas, and premiums are subject to change on January 1 of each year. Plans contain exclusions and limitations. Discount programs provide access to discounted prices and are NOT insured benefits. The member is responsible for the full cost of the discounted services. All Producers must be properly licensed, certified and appointed with Aetna as a Medicare Producer before they begin to sell Aetna Medicare products. 2/10