

Producer Contact Information

Aetna Individual Markets

BROKER SALES SUPPORT UNIT

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

Fax 1-866-530-8157

E-mail address

AIMBrokerSupport@aetna.com

Mail address

Aetna Individual Markets
Broker Support
P.O. Box 91507
Arlington, TX 76015-0007

Aetna Navigator™ & Producer World®

**1-800-225-3375 Monday – Friday
7:00 a.m. – 9:00 p.m. ET**

When calling, choose one of the following prompts to access the information you need.

Prompt 1 (Aetna Navigator)
Prompt 3 (Producer World)

- 1 Assistance with password or user name
- 2 Assistance with registration
- 3 Access assistance
- 4 All other website technical assistance

New Business Submissions

Regular mail address

Aetna Advantage Plans
Mail Stop F230
P.O. Box 61516
King of Prussia, PA 19406-0916

Overnight mail address

Aetna Advantage Plans
2201 Renaissance Blvd., F230
King of Prussia, PA 19406-0916

1-866-UW-Teams
(1-866-898-3267)
Fax 1-866-223-2041

Web address to check Underwriting status

<http://www.aetna.com/producer/individual.html>

For “Pre-screening” inquiries only, you can access our Underwriting Prescreen Form at:

https://www.aetna.com/producer/forms/uw_prescreening_form.html

BILLING & ENROLLMENT SERVICES

Existing Business

E-mail address for individual enrollment issues
IndividualEligibilitySupport@aetna.com

Reference Enrollment Issues in the subject line.

Include the member's full name and ID number.

E-mail address for billing issues & for terminations or cancellations
IndividualBillingandEnrollment@aetna.com

Reference Premium Billing, Termination, or Cancellation in the subject line.

Include the member's full name and ID number.

HMO Individual Voluntary

1-800-435-8742

PPO Individual Voluntary

1-866-565-1236

LICENSING AND APPOINTMENT

1-866-511-2863

Fax 1-888-539-7601

E-mail address

LAAU@aetna.com

COMMISSION INQUIRIES

1-800-622-3435

E-mail address

BrokerComm@aetna.com

Contact Information for Members



MEDICAL

**For benefit questions or claims for
Aetna Advantage HMO Plan**

**HMO Individual Voluntary
1-800-435-8742**

**For benefit questions or claims for
Aetna Advantage PPO/HSA Plans**

**PPO Individual Voluntary
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 PROGRAMS

Vision One® Discount Program

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

Informed Health® Line

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

**Alternative Health Care Programs,
Fitness Program, Aetna Navigator
and Other Information**

Information can be accessed through
our website at www.aetna.com

DocFind®

[www.aetna.com/docfind/custom/
advplan](http://www.aetna.com/docfind/custom/advplan)

Vital Savings by Aetna®

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

Aetna is the brand name used for products and services provided by the Aetna group of subsidiary companies. These companies include Aetna Health Inc., and Aetna Life Insurance Company.