

Contact Information

**Aetna customers with 2-50 employees
and their employees**

California

Employer Sevices

1-877-249-7235 phone
1-888-258-4528 fax

Choose the following numbers, when prompted, to access the information you need.

- 1 Renewals
- 2 Claims
- 3 Billing & Enrollment

Billing

For Lockbox information, see customer bill or please contact the Plan Sponsor Services toll-free number for more information.

Enrollment

Aetna
P.O. Box 24005
Fresno, CA 93779-4005

MEDICAL

1-888-702-3862
For benefit questions or claims inquiries for Aetna HMO Plan

1-888-802-3862 (prompt 1)
For benefit questions or claims for Aetna EPO Plan, Aetna PPO Plan, Aetna Choice® Plan (MC), Aetna Indemnity Plan

Claims Addresses

For Aetna HMO Plan

Aetna
P.O. Box 24019
Fresno, CA 93779-4019

For Aetna EPO Plan, Aetna PPO Plan, Aetna Choice® Plan (MC), Aetna Indemnity Plan

Aetna
P.O. Box 981204
El Paso, TX 79998

DENTAL

1-877-238-6200

**Prompt 1 (Dental Plan Member)
Prompt 2 (Dental Care Provider)**

Claims Address

Aetna
P.O. Box 14094
Lexington, KY 40512-4094

Aetna Navigator™

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

Choose the following numbers, when prompted, to access the information you need.

Prompt 1 Aetna Navigator

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

Contact Information



LIFE

1-800-523-5065

Claims Address

Aetna Life Insurance
P.O. Box 14547
Lexington, KY 40512-4547

PHARMACY

1-800-AETNA RX or 1-800-238-6279

Prompt 2 (Member or Calling on Behalf of a Member)

Claims Address

Aetna Pharmacy Management
P.O. Box 14024
Lexington, KY 40512-4024

Mail Order Drug

1-866-612-3862

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

OTHER PROGRAMS

Aetna VisionSM Discounts

1-800-793-8616

Call for closest eye care provider or you may use DocFind[®]

Informed Health[®] Line

1-800-556-1555

24-Hour Nurse Help Line

Aetna Behavioral Health

1-800-424-5702

Aetna Natural Products and ServicesSM discount program, Aetna FitnessSM Program, DocFind[®] and other information

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

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. Those companies include: Aetna Health of California Inc., Aetna Dental of California, Inc. and Aetna Life Insurance Company.

We want you to know[®]



www.aetna.com