

# Contact information

## Aetna small group brokers and general agents (California)

### Broker and Employer Services

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#### Aetna Answer Team

Phone: **1-800-343-6101**  
Email: **WestAAT@aetna.com**

Choose the following numbers when prompted to access the information you need:

- 1:** Automated billing
- 2:** Benefits or claims questions
- 3:** New business quotes
- 4:** Renewal or plan changes
- 5:** Pharmacy
- 6:** All other questions — connect to the Aetna Answer Team

#### Maintenance enrollment

Submit enrollment forms for additions, changes and terminations to **enrollmentsgw@aetna.com**.

#### Eligibility and billing

For premium remittance and lockbox information, see customer bill or contact the Aetna Answer Team.

#### ACA New Business Unit (1 – 100)

Phone: **1-844-241-0209**

#### New business quoting (1 – 100)

Producer World > Small Group Business > Quoting

#### Sold case submission (1 – 100)

Email: **ACANBUSoldCaseSubmission@aetna.com**

If you do not have access to the FTP server, please contact the ACA New Business Unit for access.

#### New business general questions/status requests (1 – 100)

Email: **ACANBUBrokerSupport@aetna.com**

#### New Business Quote Request/RFP (51 – 100)

Email: **CaliforniaProposals51-100@aetna.com**

#### Sold case submission (51 – 100)

Email: **CA51-100CaseInstallation@aetna.com**

#### Account Client Manager Team

##### Renewals and ancillary products (1 – 100)

Phone: **1-844-275-0317**

When prompted, please say the name of your account client manager or dial their complete phone number.

Fax: **1-844-250-9110**

##### Existing business general questions/status requests (50 – 100)

Email: **WESTClientManagement@aetna.com**

#### eBusiness

##### \*eEnrollment \*eBilling \*eSales

Plan sponsors: **aetna.com/employers-organizations.html**

Portal registration: Phone: **1-800-237-7476**

##### Brokers:

Access through Aetna's broker portal:

Producer World > Small Group Business > eBusiness

Technical support: **1-866-910-9895**

e-technical assistance line

#### Springboard Marketplace® benefits system

Phone: **1-855-529-1535**

Option 1 (HR administration/benefits manager updates)

Option 2 (brokers/general agents)

Option 3 (employers, HR administration questions)



# Member Services

Benefits questions, claims inquiries, ID card requests and primary care physician (PCP) changes.

## Medical

For HMO plans: **1-866-529-2517**

For MC/PPO plans: **1-888-802-3862**

Aetna  
PO Box 14079  
Lexington, KY 40512-4079

## Dental

Phone: **1-877-238-6200**

Aetna  
PO Box 14094  
Lexington, KY 40512-4066

## Life and AD&D

Phone: **1-800-523-5065**

Aetna Life Insurance  
PO Box 14549  
Lexington, KY 40512-4549

## Disability

Phone: **1-866-326-1380**

For short-term disability only:  
**1-866-326-1380**

For short-term disability with FMLA:  
**1-866-326-1379**

Fax: **1-866-667-1987**

Aetna Life Insurance  
PO Box 14560  
Lexington, KY 40512-4560

## Pharmacy

Phone: **1-800-AETNA RX**  
**(1-800-238-6279)**

## Specialty Pharmacy

Phone: **1-866-782-ASRX**  
**(1-866-782-2779)**

Aetna Commercial APM Claims  
PO Box 14204  
Lexington, KY 40512-4024

## Mail-order drug

Phone **1-888-792-3862**

Ordering address:  
Aetna Rx Home Delivery  
PO Box 417019  
Kansas City, MO 64179

To track and order Rx refills:  
**aetnnavigator.com**

## Other programs

### Aetna Vision<sup>SM</sup> Preferred plans

Phone: **1-877-973-3238**

### Aetna Vision<sup>SM</sup> discount program

Phone: **1-800-793-8616**

Call for closest eye care provider

### Informed Health<sup>®</sup> Line

Phone: **1-800-556-1555**

24-hour nurse help line

### Aetna Navigator<sup>®</sup> and Producer World<sup>®</sup> websites

Phone: **1-800-225-3375**

Choose the following numbers when prompted to access the information you need:

**Prompt 1:** Aetna Navigator

**Prompt 3:** Producer World

### Aetna Behavioral Health

Phone: **1-800-424-5679**

For Aetna Discount Program, online provider directory, member website and other information, visit **aetna.com**.

Visit your secure member website 24 hours a day, 7 days a week. Use it to perform common transactions involving your Aetna medical, dental, prescription drug or flexible spending account (FSA) plans.

You can send a secure email to Aetna Member Services, access claims, find out who's covered and get general health information, as well as decision-support tools. Log in to your member website at **aetna.com**.

**Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Aetna Health of California Inc., Aetna Dental of California Inc. and their affiliates (Aetna).**

While only your doctor can diagnose, prescribe or give medical advice, the Informed Health Line nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.

