



Contact information

Aetna Small Group Brokers and General Agents Northeast Region — NJ & NY

Broker Services

1-888-277-1053
Fax: **1-866-637-4329**

Choose from the following numbers:

- 1** Billing, Enrollment & Eligibility
(Contact One)
- 2** Supply Requests
- 3** Commissions
- 4** Licensing & Appointment
- 5** Broker Liaison Team
- 6** Claims
- 7** Enter the Extension of the party you
want to reach

Existing Business

Existing Business Quote Request

E-mail:
CranburyASGUnderwriting@Aetna.com
Fax: **1-866-637-4329**

Renewals, Plan Changes and Cross Sale Submissions

E-mail:
New Jersey:
ASGNENJ@aetna.com
New York:
ASGNENY@aetna.com

Fax: **1-866-637-4329**

Aetna Small Group
Attn: Renewal Specialists
3 Independence Way
4th Floor
Princeton, NJ 08540

New Business

New Business Quote Request

E-mail: NEStandardQuotes@Aetna.com
Fax: **1-866-427-2689**

Secure File Transport (FTP):
<https://st3.aetna.com/>
*If you do not have access to the FTP
server, please contact your Aetna Sales
Executive for access.*

PreScreens for PA & DE groups Only:
PreScreenAetna@Aetna.com

New Business Case Submission

E-mail: CranSGNBSubmissions@aetna.com
Fax: **1-866-427-2689**

Secure File Transport (FTP):
<https://st3.aetna.com/>
*If you do not have access to the FTP
server, please contact your Aetna Sales
Executive for access.*

Aetna Small Group
Attn: Underwriting
3 Independence Way
4th Floor
Princeton, NJ 08540

eBusiness

Benefits Management Made Easy!

***eEnrollment *eBilling *eSales**

Technical Support:
1-866-910-9895

Plan Sponsor Portal Registration Line:
1-800-237-7476

Commissions and Claims Inquiries

1-888-277-1053

Prompt 3 (Commissions)
Prompt 4 (L & A)
Prompt 6 (Claims)

Commissions

E-mail: BrokerComm@Aetna.com
Fax: **1-860-754-9010**

Licensing & Appointment

E-mail: LAAU@Aetna.com
Fax: **1-888-539-7601**

Escalated Claims Issues

E-mail:
HMO, POS & NYCCP members
(medical):
HMORBCOSUPPORT@Aetna.com
PPO, MC, EPO members (medical):
TRADRBCOSUPPORT@Aetna.com

Please note: Max file size per e-mail is 7 MB.

Aetna Navigator® and Producer World® Websites

1-800-225-3375

Monday – Friday 7 a.m. – 9 p.m. ET

Choose from the following numbers:

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

Employer Services (Contact One)

1-888-287-4295

Choose from the following numbers:

- 1 To make a payment from your bank account using our automated system
- 2 All other callers

E-mail:

EastSGPlanSponsorInquiries@Aetna.com

Billing & Enrollment Inquiries

1-888-277-1053

Prompt 1

Billing, Enrollment & Eligibility
(Contact One)

E-mail:

EastSGPlanSponsorInquiries@Aetna.com

For premium remittance and lockbox information, see customer bill or please contact the Employer Services toll-free number above for more information.

Enrollment Transactions (adds/terms/changes)

Online Via eBusiness:

Benefits Management Made Easy!

Plan Sponsors: Aetna.com/Employer

Brokers: ProducerWorld>SmallGroup
>eBusiness

Fax: **1-866-682-3862**

Urgent Fax: **1-866-238-6282**

E-mail:

NEMASGenrollment@Aetna.com

(Urgent Enrollments)

Urgent must be in the subject line and please give details regarding services needed by the member.

Aetna Plan Sponsor Services

Mail Stop F075

3 Independence Way

Princeton, NJ 08540

Member Services

For benefits questions or claims inquiries please have member ID and date of birth.

Medical

For Aetna HMO or QPOS® Plans

1-888-702-3862

Prompt 1 (Plan Member)

Prompt 2 (Medical Provider)

For Aetna PPO, Consumer-Directed Health or Aetna Indemnity Plans

1-888-802-3862

Prompt 1 (Plan Member)

Prompt 2 (Medical Provider)

Dental

1-877-238-6200

Prompt 1 (Dental Plan Member)

Prompt 2 (Dental Care Provider)

Life

1-800-523-5065

Disability

1-877-465-0424

For claim submission and mailbox information, see back of member ID card or please contact the member services toll-free numbers above for more information.

Pharmacy

1-800-AETNA RX (1-800-238-6279)

Choose from the following numbers:

Prompt 1

(Member of the Medicare prescription drug program)

Prompt 0

(All other inquiries)

For claim submission and mailbox information, please contact the pharmacy services toll-free number above.

Mail-Order Drug

1-866-612-3862

To track and order Rx refills:

www.aetnarxhomedelivery.com

For Ordering Address, please contact the Mail-Order services toll-free number above.

Other Programs

Aetna VisionSM Discount Program

1-800-793-8616

Call for closest eye care provider

Informed Health[®] Line

1-800-556-1555

24-Hour Nurse Help Line

Behavioral Health Services

1-800-755-2422

More information can be accessed through our website at **www.aetna.com**.

Alternative health care programs, Aetna FitnessSM discount program, DocFind[®], Aetna Navigator and other information

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