

Contact, Ordering and Application Information for Aetna Medicare Producers

Aetna Individual Medicare Supplement PlanSM

ARIZONA, CALIFORNIA, NEVADA

Aetna Broker Sales Support Center

Contact your Aetna Broker Sales Support Center for information on:

- Broker licensing.*
- Appointment status.
- Aetna Medicare product information.
- Commission payment status
(Commission schedules are available on the Aetna Producer World[®] website — <https://www.aetna.com/producers>).

1-877-249-2472, prompt 6

Monday through Friday,
8 a.m. to 5 p.m. PT

E-mail: ASGBLCA@aetna.com

Fax: **1-888-258-4530**

Regular Mail:

Aetna
P.O. Box 24004
Fresno, CA 93779-4004

Overnight Mail:

Aetna
1385 East Shaw Avenue
Fresno, CA 93710

Aetna Member Services

Call Aetna Member Services for the following after you sell an Aetna Individual Medicare Supplement Plan policy:

- Application approval status.
- In-force policy status.
- Billing and premium inquiries.

1-800-557-5078 (TDD: 1-800-855-2881)

Monday through Friday,
8 a.m. to 5 p.m.

Application Kits

The Aetna Individual Medicare Supplement Plan Application Kit includes all the materials you need to sign up individual Medicare beneficiaries. You can order kits two convenient ways:

1. Through the Aetna Broker Sales Support Center at **1-877-249-2472, prompt 6** (Monday through Friday, 8 a.m. to 5 p.m. PT).
2. Via the Aetna Producer World website at <https://www.aetna.com/producers>.
 - Type your user name and password to gain access.

Important numbers and addresses to support your sales

You can also access the Producer World website from aetna.com:

- Select “Producers,” then “Producer World Log In” from the menu on the left.
- Type your user name and password.
- Select the “Register Now” link if you are not yet registered for Producer World access.

Aetna Producer World Technical Assistance

As a registered user of Aetna Producer World, you can preview and order Aetna’s Application Kits online. For technical assistance, call **1-800-225-3375** (Monday through Friday, 4 a.m. to 6 p.m. PT).

After choosing prompt 3 (Producer World), choose the following numbers, when prompted, to access the information you need:

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

If you are not a registered user, log on to <https://www.aetna.com/producers> and select the “Register Now” link.

*Aetna Inc.’s Licensing Policy: All producers (internal or external, individuals and/or firms) who participate in sales or sales-related activities must be properly licensed and appointed to the appropriate legal entity for the products involved, in the state/s in which they are doing business. Failure to obtain proper licensure and/or appointment may adversely impact commissions.

In order to comply with the Violent Crime Control Act, Aetna Inc. will not appoint individuals who have been convicted of a felony. Individuals will also not be appointed if they have been convicted of a misdemeanor pertaining to dishonesty, breach of trust or moral turpitude.

All licensing correspondence must be sent to the LAAU-Licensing and Appointment Administration Unit at the following address: Aetna-LAAU, 1 Prudential Circle, 3rd Floor, Sugar Land, TX 77478.

NOT FOR DISTRIBUTION TO MEDICARE BENEFICIARIES.

18.02.001.1 (3/05)

We want you to knowSM
Aetna[®]

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Easy Online Viewing and Ordering of Kits

Once you are registered and logged on to Producer World, select the “Aetna Medicare Products” link, then click on the “View Application Kits” link or “Order Application Kits” link in the “Forms” section:

- **“View Application Kits” link**
See materials from Aetna’s Application Kits.
- **“Order Application Kits” link**
Order kits by following these steps:
 - > Click “Continue” when you see “You are now leaving the Aetna website.”
 - > Complete the brief registration process to confirm name, agency and e-mail address. Click on your appropriate Aetna Medicare region icon next to the U.S. map. Ordering registration is required only the first time you place an order.
 - > Click “Begin Order” at the bottom of the welcome screen.
 - > Click on your state.
 - > Enter the quantity of each kit you want to order (maximum quantity per order of each kit = 50).

- > Click “Add Selected Items to Order.”
- > Click “Proceed to Checkout” when finished.
- > Verify order and shipping address.
- > Click “Submit Order.”

Submitting Applications

Producers or applicants may submit applications (along with a check for the first month’s premium, payable to Aetna Life Insurance Company) to:

Aetna Individual Medicare Supplement Plan
Aetna Administrator
P.O. Box 10374
Des Moines, IA 50306

For Overnight Deliveries:

Aetna Individual Medicare Supplement Plan
Aetna Administrator
1776 West Lake Parkway
Des Moines, IA 50398

The Aetna Individual Medicare Supplement Plan is administered by Seabury & Smith.

Individual Aetna customers receive ID cards containing the following contact information:

Aetna Member Services

Customers and applicants may call the following phone numbers for information about:

- Claims payments.
- ID cards.
- Eligibility and benefits verification.
- Application and/or policy status.
- Billing and premium inquiries.

1-800-557-5078 (TDD: 1-800-855-2881)
Monday through Friday, 8 a.m. to 5 p.m.

Claims and General Correspondence

For Claims

Aetna Individual Medicare Supplement Plan
Aetna Administrator
P.O. Box 14426
Des Moines, IA 50306

For Correspondence

Aetna Individual Medicare Supplement Plan
Aetna Administrator
P.O. Box 10374
Des Moines, IA 50306

Billing and Premium Payments (after first month)

Mail to:

Aetna Individual Medicare Supplement Plan
Aetna Administrator
P.O. Box 10425
Des Moines, IA 50306-0425

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna company that offers, underwrites or administers benefits coverage is Aetna Life Insurance Company.

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