



aetna.com

Aetna Funding Advantage Contact Sheet

Broker/Plan Sponsor Support

Mid America – IA, IL, KS, MI, MO, NE, OH, OK, WI

Aetna Answer Team (AAT)

Phone: 1-877-232-1621

Email: MidamAAT@aetna.com

Option 6 for AAT and remain on the line for a representative

The Aetna Answer Team is here to help with Billing, Urgent Enrollment, and Plan Sponsor Administration questions.

AFA New Business Unit (NBU) – New Business Submission Questions

Phone: 855-565-2129

Email: AFANBUBrokerSupport@aetna.com

Our AFA NBU is here to help with all your AFA new business quoting and submission questions – and can provide status updates on where your case is in the new business process.

Enrollment – Maintenance

Email: EnrollmentSGMA@aetna.com

For enrollment additions, changes and terminations.

*Note maintenance enrollment should be processed via EZ Enroll or Springboard Marketplace if group is set up

Account Client Manager (CM) – Reporting, Renewals, Surplus

Phone: 844-275-0317

FAX: 844-228-3536

Email: MidAmClientManagement@aetna.com

Our CMs are here to help with AFA reporting, Renewal delivery and process, and surplus. The CM can also help trouble shoot other ad hoc questions.

Springboard Marketplace

Phone: 855-529-1535 and select option 1 for broker or option 2 for Plan Sponsor

Weekly Broker training sessions: Every

Thursday from 1pm-2pm EST. **Email to reserve**

your spot:

SpringboardMarketReadinessTeam@aetna.com

Producer World®

The Producer World site contains several materials and tools to help become acquainted with Aetna Funding Advantage. Here you will find Underwriting Guidelines, the Employer Application and various other forms along with plan design information and links to other tools.

https://www.aetna.com/producer/products_and_programs/products/sg_afa.html

EZ Enroll Support

Phone: 1-800-237-7476 option 3

Monday – Friday 8 a.m. – 6 p.m. ET

EZ Enroll support assists with password resets or connectivity issues. Please contact **Aetna**

Answer Team at number above to request access.

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 and its affiliates (Aetna).



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Aetna Funding Advantage Contact Sheet Member Support

Member Services

Phone: 888-802-3862

Member Services will assist with **member specific** questions, issues or concerns.

Aetna Navigator®

www.aetnavigators.com

For technical issues, contact:

Phone: 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

Pharmacy

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

Enter 0

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

Phone: 1-888-792-3862

Ordering Address

Aetna Rx Home Delivery

P.O. Box 417019

Kansas City, MO 64179-7019

To track and order Rx refills:

www.aetnavigators.com

Aetna Specialty Pharmacy

Phone: 1-866-782-2779

aetnaspecialtyrx.com

Other Programs

Aetna Vision Discount Program

Phone: 1-800-793-8616

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

Informed Health® Line

Phone: 1-800-556-1555

24-Hour Nurse Help Line

Aetna Behavioral Health

Phone: 1-800-424-5702

Teladoc

Phone: 1-855-835-2362

www.Teladoc.com/Aetna

Aetna Natural Products and Services discount program, Aetna Fitness discount program, DocFind® and other information can be accessed through our website at www.aetna.com.

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