

Contact Information

Aetna Small Group Brokers, General Agents & Small Business Clients

BROKER SERVICES

1-888-277-1053
1-866-637-4329 (Fax)

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

1. Billing, Enrollment, & Eligibility
2. Request Supplies
3. Commissions
4. Licensing & Appointments
5. Renewals, Product, Speak with a Broker Liaison
6. Claim Issues
7. Enter the Ext. of the Broker Liaison you are trying to reach

New Business Quoting

CranburyASGunderwriting@aetna.com
1-866-427-2689 (Fax)

E-mail Addresses

Connecticut/Upstate New York
ASGNECt-UpstateNY@aetna.com

Maine:
ASGNEMaine@aetna.com

Massachusetts
ASGNEMassachusetts@aetna.com

Metro New York
ASGNEMetroNY@aetna.com

Northern New Jersey
ASGNENJ@aetna.com

CONTACT INFORMATION FOR BROKERS & GENERAL AGENTS

New & Renewal Business Case Submission

Regular Mail
Aetna Small Group
Attn: Underwriting
P.O. Box 9610
Cranbury, NJ 08512

Overnight Mail
Aetna Small Group
Attn: Underwriting
1 Farr View
Cranbury, NJ 08512

Aetna Navigator™ & Producer World®

1-800-225-3375 Monday – Friday
7:00 a.m. – 9:00 p.m. EST

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

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

Connecticut
Maine
Massachusetts
New Jersey
New York

CONTACT INFORMATION FOR BROKERS, GA'S & CLIENTS

Employer Services

1-888-287-4295

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

1. QPOS, HMO, HMO Dental Rider
2. PPO, Managed Choice, DMO/PPO/Indemnity Dental, Life or Disability
3. Speak with a Representative.

Billing

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

Enrollment

For enrollment adds/changes/terms:
1-866-682-3862 (Fax)

Regular Mail
Aetna Small Group
Attn: Employer Services
P.O. Box 9610
Cranbury, NJ 08512

Overnight Mail
Aetna Small Group
Attn: Employer Services
1 Farr View
Cranbury, NJ 08512

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies.

Contact Information for Members



MEMBER SERVICES

For benefit questions or claims inquiries

MEDICAL

For Aetna HMO or QPOS® Plans
1-888-702-3862

Aetna
P.O. Box 981107
El Paso, TX 79998-1107

For Aetna PPO, Consumer-Directed
Health or Aetna Indemnity Plans
1-888-802-3862

Aetna
P.O. Box 981204
El Paso, TX 79998-1204

DENTAL

PPO/DMO/Indemnity
1-877-238-6200

Attn: Claims Reimbursement
P.O. Box 14094
Lexington, KY 40512-4066

DISABILITY

1-877-465-0424
1-866-888-2308 (Fax)

Aetna Life Insurance Company
PO Box 14554
Lexington, KY 40512-4554

LIFE

1-800-523-5065
1-800-238-6239 (Fax)

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

PHARMACY

1-800-AETNA RX (1-800-238-6279)
Prompt 2

(Member or Calling on Behalf of a Member)

Aetna Pharmacy Management
P.O. Box 398106
Minneapolis, MN 55439-8106

Mail Order Drug

1-866-612-3862

Ordering Address
Aetna Rx Home Delivery
P.O. Box 14024
Lexington, KY 40512-4024

To track and order Rx refills:
www.aetnarxhomedelivery.com.

OTHER PROGRAMS

Vision One® Discount Program

1-800-793-8616
Call for closest eye care provider

Informed Health® Line

1-800-556-1555
24-Hour Nurse Help Line

Alternative Health Care Programs,
Fitness Program, DocFind®, Aetna
Navigator and Other Information

Members can access important
information about their health
plan by using Aetna Navigator at
www.aetna.com.