

Aetna Senior Supplemental Insurance (AetSSI)
Home Office Contact Sheet for Agents
Medicare Supplement

Department (all times CST)	Underwriting Company								
	ACI	CLI	AHLIC						
New Business Hours: (M-F: 8:00a-8:00p)	<p align="center">Phone: (800) 264.4000; option 3, 2 Fax (only for apps using EFT): (877) 380.2777 Email: AetSSINewBusiness@Aetna.com</p> <p align="center"><i>Direct all correspondence and make all checks payable to the appropriate underwriting company</i></p> <p align="center">Mail applications paying by check to: USPS Mailing Address (Insert name of underwriting company) PO BOX 14399 Lexington, KY 40512-9700</p> <p align="center">Courier Mailing Address (Insert name of underwriting company) 101 Yorkshire Blvd. Lexington, KY 40509</p>								
Case Management Hours: (M-F: 8:00a-8:00p)	<p align="center">Fax (only documents that a case manager specifically requests): (855) 447.0391</p>								
Underwriting Hours: (M-F: 8:00a-8:00p)	<p align="center">Phone: (800) 264.4000; option 3, 4 Fax: (855) 411.9633 Email: AetSSIUnderwriting@Aetna.com</p>								
Telephone Interview Hours: (M-F: 8:00a-8:00p)	<p align="center">Phone: (800) 264.4000; option 3, 3, 1</p>								
Policyholder Services Hours: (M-F: 8:00a-8:00p)	<p align="center">Phone (agents): (800) 264.4000; option 3, 7 Phone (policyholders): (800) 264.4000; option 1 Email: AetSSIPHS@Aetna.com</p> <p align="center">Renewal Premiums Only USPS Mailing Address:</p> <table border="1"> <tr> <td>Bank of America Lockbox Services P O Box 281067; Atlanta, GA 30384-1067</td> <td>Bank of America Lockbox Services P O Box 742179; Atlanta, GA 30374-2179 <i>For Policies Processed After 6/2010</i></td> <td>Aetna Health and Life Insurance Company PO Box 742448; Atlanta, GA 30374-2104</td> </tr> </table> <p>Courier Mailing Address:</p> <table border="1"> <tr> <td>Bank of America Lockbox Services Lockbox 281067, 6000 Feldwood Rd. College Park, GA 30349</td> <td>All Other CLI Med Supp policies: CLI P O Box 791369 Baltimore, MD 21279-1369</td> <td>Courier Mailing Address: Bank of America Lockbox Services Lockbox 742448, 6000 Feldwood Road College Park, GA 30349</td> </tr> </table> <p align="center">All other policyholder correspondence: P O Box 1188, Brentwood, TN 37024-9486</p>			Bank of America Lockbox Services P O Box 281067; Atlanta, GA 30384-1067	Bank of America Lockbox Services P O Box 742179; Atlanta, GA 30374-2179 <i>For Policies Processed After 6/2010</i>	Aetna Health and Life Insurance Company PO Box 742448; Atlanta, GA 30374-2104	Bank of America Lockbox Services Lockbox 281067, 6000 Feldwood Rd. College Park, GA 30349	All Other CLI Med Supp policies: CLI P O Box 791369 Baltimore, MD 21279-1369	Courier Mailing Address: Bank of America Lockbox Services Lockbox 742448, 6000 Feldwood Road College Park, GA 30349
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Claims Hours (M-F: 8:00a-8:00p)	<p align="center">Phone: (800) 264.4000; option 3, 8 Fax: (855) 875.0515 Email: AETSSICOMP-Claims@aetna.com Claims Only: P O Box 5008, Brentwood, TN 37024</p>								

Coventry Prescription Drug Plan (PDP) Referral Program

Agent Services Hours (M-F: 8:00a-4:30p)	<p align="center">Phone: (800) 264.4000; option 3, 1</p>	<p>Information on how to participate</p> <p>Participation requires:</p> <ul style="list-style-type: none"> · a Coventry PDP Referral Agreement · No AHIP/MAPD/PDP certification required
Coventry Broker Services Hours (M-F: 7:00a-5:00p)	<p align="center">Phone: 866.714.9301</p>	<ul style="list-style-type: none"> · PDP questions · Compensation (Referral fee payments)
PDP Referral Line For Consumers ONLY Hours (8:00a-8:00p, all time zones, 7 days/week)	<p align="center">Phone: (855) 261.6724</p>	<ul style="list-style-type: none"> · Refer any eligible Medicare beneficiary interested in the Coventry PDP · PDP Enrollment specialist will provide plan details; take PDP enrollment · Participating referring agent receives referral fee for qualifying PDP enrollments

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Department (all times CST)	Underwriting Company							
	ACI/CLI Final Expense	CLI Complementary Products						
New Business Hours: (M-F: 8:00a-8:00p)	Phone: (877) 538.2759; option 2 Fax ALL Final Expense apps (EFT and Direct Bill) Fax: (877) 302.3304 AetSSIFinalExpense@Aetna.com Mail check and Final Expense payment form (do not include the application) to: Bank of America Lockbox Service PO Box 405925; Atlanta, GA 30384-5925 Courier Mailing Address: Bank of America Lockbox Service Lockbox 405925, 6000 Feldwood Rd.; College Park, GA 30349	Phone: (800) 264.4000; option 3, 2 Fax only for apps using EFT Fax: (877) 380.2777 AetSSINewBusiness@Aetna.com Mail applications paying by check to: P O Box 1188; Brentwood, TN 37024 Courier Mailing Address: 800 Crescent Centre Dr., Ste.200; Franklin, TN 37067						
Telephone Interview (Jet Pre-Approval) Hours: (M-F: 7:00a-9:00p; Sat: 9:00a-3:00p)	Phone: (877) 538.2759; option 1 <i>Point-of-Sale Jet Pre-Approval Required on all Final Expense applications</i>	Phone: (800) 264.4000; option 3, 3, 2						
Case Management Hours: (M-F: 8:00a-8:00p)		Fax only documents that a case manager specifically requests Fax: (855) 447.0391						
Underwriting Hours: (M-F: 8:00a-8:00p)	Phone: (877) 538.2759; option 2 Fax: (877) 302.3304 AetSSIFinalExpense@Aetna.com	Phone: (800) 264.4000; option 3, 4 Fax: (855) 411.9633 When requested, fax outstanding documents needed for policy issue AetSSIUnderwriting@Aetna.com						
Policyholder Services Hours: (M-F: 8:00a-8:00p)	<p align="center"> Phone (agents): (800) 264.4000; option 3, 7 Phone (policyholders): (800) 264.4000; option 1 Fax: (855) 291.0553 Email: AetSSIPHS@Aetna.com </p> <p align="center"> Renewal Premiums Only USPS Mailing Address: </p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td align="center"> Bank of America Lockbox Services P O Box 281067; Atlanta, GA 30384-1067 </td> <td align="center"> c/o SunTrust Bank P O Box 791369; Baltimore, MD 21279-1369 </td> </tr> <tr> <td align="center" colspan="2"> Courier Mailing Address: </td> </tr> <tr> <td align="center"> Bank of America Lockbox Services Lockbox 281067, 6000 Feldwood Rd.; College Park, GA 30349 </td> <td align="center"> c/o SunTrust Bank 1000 Stewart Avenue; Glen Burnie, MD 21061 </td> </tr> </table> <p align="center"> All other policyholder correspondence: P. O Box 1188, Brentwood, TN 37024-9486 </p>		Bank of America Lockbox Services P O Box 281067; Atlanta, GA 30384-1067	c/o SunTrust Bank P O Box 791369; Baltimore, MD 21279-1369	Courier Mailing Address:		Bank of America Lockbox Services Lockbox 281067, 6000 Feldwood Rd.; College Park, GA 30349	c/o SunTrust Bank 1000 Stewart Avenue; Glen Burnie, MD 21061
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Department (all times CST)		
Contracting* Hours: (M-F: 8:00a-5:00p)	Phone: (800) 264.4000; option 3, 5 Fax (new agent appointments): (866) 618.4993 Fax (change requests): (855) 571.3847 Email: AetSSIContracting@Aetna.com Courier Mailing Address 800 Crescent Centre Dr., Ste.200 Franklin, TN 37067	<ul style="list-style-type: none"> · State appointments · Copy of existing commission schedule (post contracting) · LIMRA certifications · Electronic Funds Transfer (EFT) Requests for commissions · Address/email changes * all AetSSI contracts except PDP Referral Program
Commissions Hours: (M-F: 8:00a-5:00p)	Phone: (800) 264.4000; option 3, 6 Fax: (855) 816.4835 Email: AetSSICommissions@Aetna.com Courier Mailing Address 800 Crescent Centre Dr., Ste.200 Franklin, TN 37067	<ul style="list-style-type: none"> · Commission questions · All Aetna Senior Supplemental products · PDP Referral compensation · Commission statements · 1099 forms
Agent Services <i>Sales & Marketing</i> Hours: (M-F: 8:00a-4:30p)	Phone: (800) 264.4000; option 3, 1 Fax: (855) 690.0893 Email: AetSSIinformation@Aetna.com Mailing Address 800 Crescent Centre Dr., Ste.200 Franklin, TN 37067	<ul style="list-style-type: none"> · Contracting documents · Commission schedules · Sales supplies · Rates · Product training · Webinar reservations · Commission advancing requests
Agent Website Hours: (M-F: 8:00a-5:00p)	www.aetnaseniorproducts.com For technical assistance (including registering your user name and password) contact Web Technical Assistance: Phone: (800) 587.5139 AetSSIWebAssist@Aetna.com	<ul style="list-style-type: none"> · Supplies · Book of Business Reports · Commission Statements · News Bulletins / Rate Adjustment Notices · Agent Tools