



**Total Benefit Solutions**  
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**AETNA MID MARKET CONTACT INFORMATION**

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| <p><b>Aetna Member Services</b><br/><i>Members may call for benefits, claims, and all general inquires</i></p> <p><i>Note: Aetna requires member's personal information be changed/corrected through the employer only.</i></p> <p>Use Aetna <b>Navigator</b>® online member website to send emails<br/>Access via <a href="http://www.Aetna.com">www.Aetna.com</a></p>                                  | <p>877-204-9186 <b>Medical</b><br/><i>(on back of ID Card)</i></p> <p>888-792-3862 <b>Pharmacy</b><br/><i>(on back of ID Card)</i></p>   |
| <p><b>Aetna Navigator</b><br/><i>Members-only secure website to manage their Aetna plan health and benefits. Some features include printing temporary ID cards, viewing claims history, researching prescription drugs, looking up providers, etc.</i></p>   | <p><b>www.aetna.com</b><br/>Go to the member log in section, then to "Register."</p> <p><b>1-800-225-3375</b> – Initial Log-in Support<br/><b>1-877-204-9186</b> – Ongoing Support</p>                                     |
| <p><b>Aetna PPO and AWH (Aetna Whole Health<sup>SM</sup>) Network</b><br/><i>Medical Plan PPO = Aetna Standard Plans: Open Choice® PPO</i><br/><i>Medical AWH = Mid Market Aetna Whole Health<sup>SM</sup> Plan: (WA) AWH-Puget Sound</i><br/><i>Pharmacy Plan = Aetna National Pharmacy Network</i></p>   | <p><b>www.aetna.com</b><br/><b>Go to "Find a Doctor".</b></p> <p>Or Direct Link:<br/><b>www.Aetna.com/docfind</b></p>  |
| <p><b>Aetna Medical Claims Address and Fax Number:</b><br/><i>Note - must use Aetna Medical Claim reimbursement form (Aetna.com "Find a Form" link) and address on back of ID card.</i></p> <p><b>Aetna Pharmacy Management Claims Address and Fax Number:</b><br/><i>Note - must use Aetna Pharmacy Claim reimbursement form (Aetna.com "Find a Form" link) and address on front of claim form.</i></p> | <p><b>Aetna</b><br/>P.O. Box 14079<br/>Lexington, KY 40512-4079<br/>Fax: 1-866-474-4040</p> <p><b>Aetna Pharmacy Management</b><br/>Attn: Claims<br/>P.O. Box 52444<br/>Phoenix, AZ 85072-2444<br/>Fax: 1-888-472-1128</p> |
| <p><b>24-Hour Nurse Help Line</b></p>  | <p><b>1-800-556-1555</b></p>   |
| <p><b>Aetna Vision Discount Program</b><br/><i>Call for eye care provider or Log-into Aetna Navigator and ask Ann (virtual Assistant) for "vision discounts"</i></p>   | <p><b>1-800-793-8616</b></p>   |
| <p><b>Employee Assistance Program – ONLY applicable if your Company purchases Life Insurance from Aetna</b><br/><i>Call 24 hours a day, 7 days a week either by phone or online. Online you can find resources and self-help tools for your personal, family and work-related concerns. Receive three (3) telephonic consultations per employee, and each household member per calendar year.</i></p>    | <p><a href="http://www.MyLifeValues.com">www.MyLifeValues.com</a></p> <p><b>Enter your Company ID: EAP4Life</b></p> <p><b>1-866-327-5832</b></p>   |