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Healthier living  
Financial well-being  
Intelligent solutions

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# 2014 Resource Guide to Your Aetna Retiree Benefits

Keeping track of the range of benefits programs Aetna provides can be a challenge. Use this guide to help you quickly find the benefits resources and information you need. The guide also details the information you will need to have available when you call or visit the websites.

For general information, call the Aetna HR Contact Center at **1-800-AETNA-HR (1-800-238-6247)**, 8 a.m. to 8 p.m. Eastern time; or visit the Aetna Retiree Connection website at [www.ybr.com/aetna](http://www.ybr.com/aetna), available 24 hours a day, seven days a week. The website is devoted exclusively to serving Aetna retirees and employees on long-term disability (LTD) and provides you with direct access to many of the sites below and also includes other up-to-date information.

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<p><b>Retiree Health</b></p> <ul style="list-style-type: none"> <li>• General information about your retiree/LTD health plans</li> <li>• Update your personal information, such as mailing address, marriage, divorce</li> <li>• Request materials (forms, summaries of benefits, plan documents)</li> <li>• Medical and dental deductions (billing)</li> <li>• Report if your eligibility for Medicare has changed</li> <li>• Report the death of a retiree/spouse</li> </ul>	<p><b>Aetna HR Contact Center</b>  <b>1-800-AETNA-HR (1-800-238-6247)</b>            Select the prompt for Retiree or LTD Health Coverage</p> <p>Your Benefits Resources™ at:  <b>www.ybr.com/aetna</b></p>	<p>8 a.m. – 8 p.m. (Eastern time)</p>	<p>Have your user ID and password handy when you call or use the website.</p>
<p><b>Medical</b></p> <ul style="list-style-type: none"> <li>• How your medical plan works</li> <li>• Dependent information</li> <li>• ID cards</li> <li>• Payment of medical claims</li> <li>• Find preferred providers/facilities</li> <li>• Coordination of supplemental plans with your Aetna medical plan</li> <li>• How to access your Health Savings Account (HSA)</li> <li>• Check provider acceptance of Aetna Medicare Open plans</li> </ul>	<p>Use the phone number of the plan you are enrolled in:</p> <p><b>Aetna One® Premier Service Center</b>            Pre-Medicare Plans and Aetna Traditional Choice® Indemnity Plan  <b>1-800-558-0860</b></p> <p><b>Aetna Medicare Member Services</b>            Aetna Medicare Plan (PPO/ESA)  <b>1-888-97-AETNA (1-888-972-3862)</b></p> <p><b>PayFlex</b>            Member Services:  <b>1-888-678-8242</b></p> <p>Aetna Navigator® at:  <b>www.aetna.com</b></p>	<p>8 a.m. – 6 p.m. (your local time)</p> <p>8 a.m. – 5 p.m. (Eastern time)</p> <p>7 a.m. – 7 p.m. (Monday – Friday, Central time)            9 a.m. – 2 p.m. (Saturday, Central time)</p>	<p>Have your member ID card handy when you call.</p> <p>Have your user ID and password handy when you use the website.</p>
<p><b>Prescription Drugs</b></p> <ul style="list-style-type: none"> <li>• Rx coverage questions</li> <li>• Formulary questions (what drugs are and are not covered)</li> <li>• Medicare Part D coverage</li> <li>• Specialty drug coverage (what drugs are covered)</li> <li>• Payment of Rx claims</li> <li>• Denial of Rx claims</li> </ul>	<p>Use the phone number of the plan you are enrolled in:</p> <p><b>Aetna One Premier Service Center</b>            Pre-Medicare Plans and Aetna Traditional Choice Indemnity Plan  <b>1-800-558-0860</b></p> <p><b>Aetna Medicare Member Services</b>            Aetna Medicare Rx Plus® (PDP)            Aetna Standard Medicare Rx® (PDP)  <b>1-888-97-AETNA (1-888-972-3862)</b></p> <p>Aetna Navigator at:  <b>www.aetna.com</b></p>	<p>8 a.m. – 6 p.m. (your local time)</p> <p>8 a.m. – 5 p.m. (Eastern time)</p>	<p>Have your member ID card handy when you call.</p> <p>Have your user ID and password handy when you use the website.</p>

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<p><b>Mail-Order Drugs</b></p> <ul style="list-style-type: none"> <li>• How mail-order delivery works</li> <li>• Receive up to a 90-day supply of certain drugs directly at your home address</li> <li>• Order refills by mail, over the telephone or online if you pay by check or credit card</li> <li>• If you need to submit a new order for mail-order prescription drugs (as a first-time or returning user), call the Member Services number on your ID card and request a mail-order pharmacy order form</li> </ul>	<p><b>Aetna Rx Home Delivery®</b> 1-888-792-3862</p> <p>Aetna Navigator at: <a href="http://www.aetna.com">www.aetna.com</a></p>	<p>7 a.m. – 11 p.m. (Monday – Friday, Eastern time) 8 a.m. – 9:30 p.m. (Saturday, Eastern time) 8 a.m. – 6 p.m. (Sunday, Eastern time)</p> <p>Note: Pharmacists are available 24 hours a day, 7 days a week, to answer questions and provide emergency assistance.</p>	<p>Have your prescription number available when you call to reorder.</p> <p>Have your user ID and password handy when you use the website.</p>
<p><b>Self-Injectable Drugs and Specialty Medications</b></p> <ul style="list-style-type: none"> <li>• Dedicated team of patient care coordinators, pharmacists, and registered nurses are available to address all therapy support needs</li> <li>• Clinical representatives are also available 24 hours a day, 7 days a week to provide assistance</li> </ul>	<p><b>Aetna Specialty Pharmacy</b> 1-866-782-ASRX (1-866-782-2779) TDD: 1-877-833-2779</p>	<p>8 a.m. – 7 p.m. (Eastern time)</p>	<p>Have your member ID card handy when you call.</p>
<p><b>Dental</b></p> <ul style="list-style-type: none"> <li>• How your dental plan works</li> <li>• ID cards</li> <li>• Find a preferred provider</li> <li>• Payment of dental claims</li> <li>• Denial of dental claims</li> </ul>	<p><b>Aetna One Premier Service Center</b> 1-800-558-0860</p> <p>Aetna Navigator at: <a href="http://www.aetna.com">www.aetna.com</a></p>	<p>8 a.m. – 6 p.m. (your local time)</p>	<p>Have your member ID card handy when you call.</p> <p>Have your user ID and password handy when you use the website.</p>
<p><b>Life Insurance</b></p> <ul style="list-style-type: none"> <li>• Confirmation of life insurance coverage</li> <li>• Add or change a beneficiary</li> <li>• Beneficiary information</li> <li>• Report the death of a retiree</li> </ul>	<p><b>Aetna HR Contact Center</b> 1-800-AETNA-HR (1-800-238-6247) Select the prompt for Retiree or LTD Health Coverage</p> <p>Your Benefits Resources at: <a href="http://www.ybr.com/aetna">www.ybr.com/aetna</a></p>	<p>8 a.m. – 8 p.m. (Eastern time)</p>	<p>Have your user ID and password handy when you call or use the website.</p>
<p><b>Aetna 401(k) Plan</b></p> <ul style="list-style-type: none"> <li>• Check 401(k) account balance</li> <li>• Manage investments (change elections, transfer funds, reallocate balances and rebalance account)</li> <li>• Change beneficiary</li> <li>• Withdraw money from the plan</li> <li>• Repay loans and check outstanding balance</li> <li>• Initiate rollovers</li> <li>• Tools and forms available online</li> </ul>	<p><b>ING</b> 1-800-AETNA-HR (1-800-238-6247) Select the prompt for the Aetna 401(k) Plan</p> <p><a href="https://aetna.ingplans.com">https://aetna.ingplans.com</a></p>	<p>9 a.m. – 5 p.m. (Eastern time)</p>	<p>Have your Social Security number and ING PIN handy when you call or use the website.</p>
<p><b>Pension</b></p> <ul style="list-style-type: none"> <li>• General information about Aetna's pension plan</li> <li>• Commence your pension</li> <li>• Validate/change beneficiary</li> <li>• Payment/direct deposit information</li> <li>• Deductions from pension check</li> <li>• Change tax withholding</li> <li>• Update your personal information/ mailing address</li> <li>• Request materials (forms, plan documents)</li> <li>• Report the death of a retiree/spouse</li> </ul>	<p><b>Aetna HR Contact Center</b> 1-800-AETNA-HR (1-800-238-6247) Select the prompt for pension information</p> <p>Your Benefits Resources at: <a href="http://www.ybr.com/aetna">www.ybr.com/aetna</a></p>	<p>8 a.m. – 8 p.m. (Eastern time)</p>	<p>Have your user ID and password handy when you call or use the website.</p>

# Quick Guide to Calling 1-800-AETNA-HR (1-800-238-6247)

**Note:** to access Aetna Member Services for detailed plan questions or claim information for medical, prescription or dental plans, you must call the number on the back of your ID card.

1-800-AETNA-HR (1-800-238-6247)

Welcome to Aetna's HR Contact Center.  
Your call may be recorded for quality assurance.

Please listen carefully, as the menu options have changed.

Please visit our website,  
**www.ybr.com/aetna** for your HR information needs.

For the Aetna 401(k) plan, **press 1.**

For pension or retiree and LTD health benefits, **press 2.**

For short-term or long-term disability claims or family and medical leave job protection inquiries, **press 3.**

For employment verification, **press 4.**

For Aetna's stock option program or Employee Stock Purchase Plan, **press 5.**

For Aetna's Ergonomics Unit or to report or follow up on a work-related injury, **press 6.**

For Aetna's Employee Tuition Assistance Program, **press 7.**

For all other HR inquiries, **press 8.**

To repeat this menu, **press 9.**

**PRESS**

**2**

Speak or use keypad to enter the last four digits of your Social Security number.

Speak or use keypad to enter your date of birth.

To help direct your call, please say one of the following:

"Health and Insurance"

"Wellness"

"Pension"

"Initiate retirement"

"HR and Payroll"

"Report a death"

"Start over" to repeat menu

Enter password on keypad

## Other helpful information, tools and resources

Resource	Contact information	Information/ PIN required
<p><b>Aetna Informed Health® Line</b> Gives plan members access to registered nurses, 24 hours a day, 7 days a week</p>	1-800-556-1555	
<p><b>Aetna IntelliHealth®</b> Wealth of health and fitness information available to you 24 hours a day</p>	www.intelihealth.com	
<p><b>Aetna Navigator</b> Online tool to help you manage your Aetna medical, dental and Rx plan, including:</p> <ul style="list-style-type: none"> <li>• Find a doctor, pharmacy or facility</li> <li>• Review claims</li> <li>• Order medications</li> <li>• Coverage &amp; Benefits               <ul style="list-style-type: none"> <li>– Price a Drug</li> <li>– Estimate the cost of care</li> </ul> </li> </ul>	www.aetna.com	Have your user ID and password handy when you use the website.
<p><b>Claim Appeals</b> <b>Medical and dental benefit appeals</b> Appeals of self-insured medical and dental claim denials are reviewed by Aetna Life Insurance Company. For insured benefits, appeals are reviewed by the applicable insurance carrier.</p>	<p>Call the Member Services number on your ID card for the appeals address.</p> <p>Address other claim appeals to: ERISA Appeals Committee, REAG c/o Aetna Corporate Compensation and Benefits 151 Farmington Avenue Hartford, CT 06156</p>	
<p><b>All other claim appeals</b></p>		
<p><b>Dental Plan Selection Tool</b> Compare options for dental plans</p>	www.ybr.com/aetna	Have your user ID and password handy when you use the website.
<p><b>DocFind®</b> Search for doctors, dentists, pharmacies, hospitals, facilities and other health care professionals by inputting information such as your zip code, city or county and selecting the name of your Aetna plan.</p>	www.aetna.com/docfind	
<p><b>Medicare*</b> General information about Medicare, 24 hours a day, 7 days a week * Please contact Aetna Medicare Member Services first for an issue related to your Aetna Medicare plans.</p>	1-800-633-4227 www.medicare.gov	
<p><b>Social Security</b> General information about Social Security</p>	1-800-772-1213 TTY: 1-800-325-0778 www.socialsecurity.gov	
<p><b>Social Security Handbook</b></p>	www.socialsecurity.gov Type “Social Security Handbook” in the search bar, then choose the “Social Security Handbook” link.	

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<p><b>Stock Options, Equity-Based Awards and ESPP Shares</b></p> <ul style="list-style-type: none"> <li>• View stock options, stock appreciation rights, restricted stock units and Employee Stock Purchase Program shares (including grant expiration dates) online</li> <li>• Transact shares</li> <li>• History for tax reporting purposes</li> <li>• 1099 information</li> <li>• Online modeling, reports and statements available</li> </ul>	<p><b>UBS Financial Services</b> 1-800-AETNA-HR (1-800-238-6247) Select the prompts for stock options, or</p> <p>Call UBS OneSource directly at: 1-888-793-7631 (toll-free) or 1-201-352-4119 TTY 1-877-352-3595 or 1-201-272-7195</p> <p><a href="http://www.ubs.com/onesource/aet">www.ubs.com/onesource/aet</a></p>	7 a.m. – 11 p.m. (Eastern time)	<p>Have your Social Security number and participant ID handy when you call. You also will be asked to answer two security questions.</p> <p>For the website: log in ID is your Social Security number (without hyphens); PIN is the last four digits of your Social Security number (until you change it).</p>
<p><b>Long-Term Care Insurance (LTC)</b></p> <ul style="list-style-type: none"> <li>• Learn about LTC insurance</li> <li>• Review available coverage options</li> <li>• Confirm your coverage</li> <li>• LTC benefits questions</li> <li>• How to enroll in LTC</li> <li>• Request a quote</li> </ul>	<p><b>Prudential Long-Term Care</b> 1-800-732-0416</p> <p><a href="http://www.prudential.com/glctweb">www.prudential.com/glctweb</a></p> <p><b>Aetna Long-Term Care Coverage</b> (purchased prior to January 1, 2009) 1-800-537-8521</p>	8 a.m. – 8 p.m. (Eastern time)  8 a.m. – 6 p.m. (Eastern time)	Sign on information: Group name: <b>aetnainc</b> Access code: <b>lctcpru</b>
<p><b>Retiree Reimbursement Account (RRA)</b></p> <ul style="list-style-type: none"> <li>• How to use the RRA</li> <li>• How streamline automatic payment works</li> <li>• Check account online through Aetna Navigator</li> </ul>	<p><b>PayFlex</b> Member Services: 1-888-678-8242</p> <p>Aetna Navigator at: <a href="http://www.aetna.com">www.aetna.com</a></p>	7 a.m. – 7 p.m. (Monday – Friday, Central time) 9 a.m. – 2 p.m. (Saturday, Central time)	Have your user ID and password handy when you check your account online through the Aetna Navigator website.
<p><b>Life Insurance/Pre-retirement</b></p> <ul style="list-style-type: none"> <li>• Career agents life insurance</li> <li>• Converted/ported coverage</li> <li>• Paid-up life insurance</li> </ul>	<p><b>Aetna Life Service Center</b> 1-800-523-5065</p> <p><b>Ported Supplemental Term Life</b> 1-800-826-7448</p>	8 a.m. – 7 p.m. (Eastern time)	Have your Social Security number handy when you call.
<p><b>Aetna Foundation</b></p> <ul style="list-style-type: none"> <li>• Aetna Employee Giving Campaign</li> <li>• Employee and retiree giving programs</li> </ul>	<p>Contact CyberGrants: 1-888-254-4059 <a href="https://www.cybergrants.com/aetna/aero">https://www.cybergrants.com/aetna/aero</a> Select “Need Support?” and then select “I still have a question.”</p>	8 a.m. – 8 p.m. (Eastern time)	Aetna employee ID number, hire date, termination date, date of birth

