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Healthier living  
Financial well-being  
Intelligent solutions

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# 2016 Resource Guide to Your Aetna Retiree Benefits

# Telephone numbers and contact information

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)**, weekdays, 8 a.m. to 8 p.m. ET; or visit the Aetna Retiree Connection website at [www.ybr.com/aetna.com](http://www.ybr.com/aetna.com), available 24 hours a day, seven days a week. The website exclusively serves 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 benefits</p> <p><b>Your Benefits Resources™</b>  <a href="http://www.ybr.com/aetna">www.ybr.com/aetna</a></p>	<p>8 a.m. – 8 p.m. ET</p>	<p>Have your user ID and password handy when you call or use the website.</p>

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<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/PPO with ESA) <b>1-888-97-AETNA (1-888-972-3862)</b></p> <p><b>PayFlex Service Center</b> <b>1-855-806-1070</b></p> <p><b>Aetna Navigator®</b> <a href="http://www.aetna.com">www.aetna.com</a></p>	<p>8 a.m. – 6 p.m. (your local time)</p> <p>8 a.m. – 5 p.m. ET</p> <p>For assistance with your Aetna HSA, call 24 hours a day, 7 days a week.</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>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<sup>®</sup> Plus (PDP) and Aetna Medicare Rx<sup>®</sup> Standard (PDP) <b>1-888-97-AETNA (1-888-972-3862)</b></p> <p><b>Aetna Navigator</b> <a href="http://www.aetna.com">www.aetna.com</a></p>	<p>8 a.m. – 6 p.m. (your local time)</p> <p>8 a.m. – 5 p.m. ET</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 phone 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<sup>®</sup></b> 1-888-792-3862</p> <p><b>Aetna Navigator</b> <a href="http://www.aetna.com">www.aetna.com</a></p>	<p>7 a.m. – 11 p.m. ET, Monday – Friday</p> <p>8 a.m. – 9:30 p.m. ET, Saturday</p> <p>8 a.m. – 6 p.m. ET, Sunday</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<sup>®</sup></b> 1-866-782-ASRX (1-866-782-2779) TDD: 1-877-833-2779</p>	<p>8 a.m. – 7 p.m. ET</p>	<p>Have your member ID card handy when you call.</p>

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<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><b>Aetna Navigator</b> <a href="http://www.aetna.com">www.aetna.com</a></p>	8 a.m. – 6 p.m. (your local time)	<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 benefits</p> <p><b>Your Benefits Resources</b> <a href="http://www.ybr.com/aetna">www.ybr.com/aetna</a></p>	8 a.m. – 8 p.m. ET	Have your user ID and password handy when you call or use the website.

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<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>Voya International</b>  <b>1-800-AETNA-HR</b>  <b>(1-800-238-6247)</b>            Select the prompt for the Aetna 401(k) Plan</p> <p><a href="https://aetna.voyaplans.com">https://aetna.voyaplans.com</a></p>	<p>9 a.m. – 5 p.m. ET</p>	<p>Have your Social Security number and Voya Financial 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>  <b>1-800-AETNA-HR</b>  <b>(1-800-238-6247)</b>            Select the prompt for pension information</p> <p><b>Your Benefits Resources</b>  <a href="http://www.ybr.com/aetna">www.ybr.com/aetna</a></p>	<p>8 a.m. – 8 p.m. ET</p>	<p>Have your user ID and password handy when you call or use the website.</p>

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<p><b>Equity-Based Awards and ESPP Shares</b></p> <ul style="list-style-type: none"> <li>• View equity awards 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  Call UBS OneSource directly at:  <b>1-888-793-7631</b>  (toll-free) or  <b>1-201-352-4119</b>  TTY: 1-877-352-3595 or  <b>1-201-272-7195</b></p> <p><a href="http://www.ubs.com/onesource/aet">www.ubs.com/onesource/aet</a></p>	<p>7 a.m. – 11 p.m. ET</p>	<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 Aetna ID (with preceding A). If you don't recall your Aetna ID, you may call UBS. PIN is the last four digits of your Social Security number (until you change it).</p>
<p><b>Long-Term Care Insurance (LTCI)</b>  For questions about a long-term care plan</p>	<p><b>Long-Term Care</b>  For questions about a LTC plan purchased from Prudential:  <b>1-800-732-0416</b></p> <p>For questions about a LTC plan purchased from Aetna:  <b>1-800-537-8521</b></p> <p>To enroll in LTC or for questions about a plan you purchased from Genworth:  <b>1-800-416-3624</b></p>	<p>8 a.m. – 6 p.m. ET</p> <p>9 a.m. – 7 p.m. ET</p> <p>7 a.m. – 7 p.m. CT</p>	



For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<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> 1-877-503-3448 (option 9)</p>	<p>8 a.m. – 7 p.m. ET</p>	<p>Have your Social Security number handy when you call.</p>
<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</p> <p><a href="https://www.cybergrants.com/aetna/aero">https://www.cybergrants.com/aetna/aero</a></p> <p>Select “Need Support?” and then select “I still have a question.”</p>	<p>8 a.m. – 8 p.m. ET</p>	<p>Aetna employee ID number, hire date, termination date, date of birth</p>

## Other helpful information, tools and resources

Resource	Call/Online resource	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 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<sup>SM</sup></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> <i>Medical and dental benefit appeals</i> 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><i>All other claim appeals</i></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>	

Resource	Call/Online resource	Information/PIN required
<p><b>Dental Plan Selection Tool</b> Compare options for dental plans</p>	<p><a href="http://www.ybr.com/aetna">www.ybr.com/aetna</a></p>	<p>Have your user ID and password handy when you use the website.</p>
<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>	<p><a href="http://www.aetna.com/docfind">www.aetna.com/docfind</a></p>	
<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>	<p>1-800-633-4227 <a href="http://www.medicare.gov">www.medicare.gov</a></p>	<p>Have your user ID and password handy when you use the website.</p>
<p><b>Social Security</b> General information about Social Security  <i>Social Security Handbook</i></p>	<p>1-800-772-1213 TTY: 1-800-325-0778 <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a>  <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a> Type “Social Security Handbook” in the search bar, then choose the “Social Security Handbook” link.</p>	

