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# 2017 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 Aetna Human Resources 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**, available 24 hours a day, seven days a week. The website exclusively serves Aetna retirees and employees who are on long-term disability (LTD) prior to January 1, 2017 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
<ul> <li>Retiree Health</li> <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>	Aetna Human Resources 1-800-AETNA-HR (1-800-238-6247) Select the prompt for Pension or Retiree and LTD health benefits Your Benefits Resources <sup>™</sup> www.ybr.com/aetna	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
<ul> <li>Medical</li> <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/</li> </ul>	Use the phone number of the plan you are enrolled in: Aetna One <sup>®</sup> Premier Service Center Pre-Medicare Plans and Aetna Traditional Choice <sup>®</sup> Indemnity Plan 1-800-558-0860	8 a.m. – 6 p.m. (your local time)	Have your member ID card handy when you call.
<ul> <li>facilities</li> <li>Coordination of supplemental plans with your Aetna medical plan</li> <li>How to access your Health Savings Account (HSA)</li> </ul>	Aetna Medicare Member Services Aetna Medicare Plan (PPO/PPO with ESA) 1-888-97-AETNA (1-888-972-3862)	8 a.m. – 6 p.m. (your local time)	
Check provider acceptance of Aetna Medicare Open plans	PayFlex Service Center 1-855-806-1070 Aetna Navigator <sup>®</sup> www.aetna.com	For assistance with your Aetna HSA, call 24 hours a day, 7 days a week.	Have your user ID and password handy when you use the website.

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<ul><li>Prescription Drugs</li><li>• Rx coverage questions</li></ul>	Use the phone number of the plan you are enrolled in:		Have your member ID card handy when you call.
<ul> <li>Formulary questions (what drugs are and are not covered)</li> <li>Medicare Part D coverage</li> <li>Specialty drug coverage</li> </ul>	Aetna One Premier Service Center Pre-Medicare Plans and Aetna Traditional Choice Indemnity Plan 1-800-558-0860	8 a.m. – 6 p.m. (your local time)	
(what drugs are covered) • Payment of Rx claims • Denial of Rx claims	Aetna Medicare Member Services Aetna Medicare Rx® Plus (PDP) and Aetna Medicare Rx® Standard (PDP) 1-888-97-AETNA (1-888-972-3862)	8 a.m. – 6 p.m. (your local time)	
	Aetna Navigator www.aetna.com		Have your user ID and password handy when you use the website.

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<ul> <li>Mail-Order Drugs</li> <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</li> </ul>	Aetna Rx Home Delivery® 1-888-RX-AETNA (1-888-792-3862) Aetna Navigator www.aetna.com	7 a.m. – 11 p.m. ET, Monday – Friday 8 a.m. – 9:30 p.m. ET, Saturday 8 a.m. – 6 p.m. ET, Sunday Note: Pharmacists are available 24 hours a day, 7 days a week, to answer questions and provide emergency assistance.	Have your prescription number available when you call to reorder. Have your user ID and password handy when you use the website.
mail-order pharmacy order form Self-Injectable Drugs and Specialty Medications • Dedicated team of patient care coordinators, pharmacists and registered nurses are available to address all therapy support needs • Clinical representatives are also available 24 hours a day, 7 days a week to provide assistance	Aetna Specialty Pharmacy <sup>®</sup> 1-866-782-ASRX (1-866-782-2779) TDD: 1-866-833-2779	8 a.m. – 7 p.m. ET	Have your member ID card handy when you call.

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<ul> <li>Dental</li> <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>	Aetna One Premier Service Center 1-800-558-0860 Aetna Navigator www.aetna.com	8 a.m. – 6 p.m. (your local time)	Have your member ID card handy when you call. Have your user ID and password handy when you use the website.
<ul> <li>Life Insurance</li> <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>	Aetna Human Resources 1-800-AETNA-HR (1-800-238-6247) Select the prompt for Pension or Retiree and LTD health benefits Your Benefits Resources www.ybr.com/aetna	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
<ul> <li>Aetna 401(k) Plan</li> <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>	Aetna Human Resources 1-800-AETNA-HR (1-800-238-6247) and select the 401(k) menu option for automated account information 24 hours a day, seven days a week. Weekdays, 8 a.m. to 8 p.m. ET, for a customer representative, excluding stock market holidays (Brokerage: 8:30 a.m. to 5:30 p.m.) https://aetna.voya.com	8 a.m. – 8 p.m. ET	Have your Social Security number and Voya Financial PIN handy when you call or use the website.
<ul> <li>Pension <ul> <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> </li> </ul>	Aetna Human Resources 1-800-AETNA-HR (1-800-238-6247) Select the prompt for pension information Your Benefits Resources www.ybr.com/aetna	8 a.m. – 8 p.m. ET	Have your user ID and password handy when you call or use the website.

### **8 Contact Information**

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
<ul> <li>Equity-Based Awards and ESPP Shares</li> <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>	UBS Financial Services 1-800-AETNA-HR (1-800-238-6247) Select the prompt For more options, and then Stock options or call UBS OneSource directly at: 1-888-793-7631 (toll-free) or 201-352-4119 www.ubs.com/onesource/ aet	3 a.m. – 11 p.m. ET	Have your Social Security number and participant ID handy when you call. You also will be asked to answer two security questions. 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).
<b>Long-Term Care</b> <b>Insurance (LTCI)</b> For questions about a long-term care plan	Long-Term Care Genworth: 1-800-416-3624 (For questions about LTC plans purchased from Genworth)	7 a.m. – 7 p.m. ET	
	Prudential: <b>1-800-732-0416</b> (For Prudential LTC plans purchased between January 1, 2009 and June 30, 2013)	8 a.m. – 6 p.m. ET	
	Aetna: <b>1-800-537-8521</b> (For Aetna LTC plans purchased before January 1, 2009)	9 a.m. – 7 p.m. ET	

For information about	Call/Online resource	Call weekdays (except as noted below) between	Information/ PIN required
Life Insurance/ Pre-retirement • Career agents life	Aetna Life Service Center 1-800-523-5065	8 a.m. – 7 p.m. ET	Have your Social Security number handy when you call.
<ul><li>insurance</li><li>Converted/ported coverage</li><li>Paid-up life insurance</li></ul>	Ported Supplemental Term Life 1-877-503-3448 (option 9)		
<ul> <li>Aetna Foundation</li> <li>Aetna Employee Giving Campaign</li> <li>Employee and retiree giving programs</li> </ul>	Contact CyberGrants: 1-888-254-4059 https://www.cybergrants.com /aetna/aero Select "Need Support?" and then select "I still have a question."	8 a.m. – 8 p.m. ET	Aetna employee ID number, hire date, termination date, date of birth

## Other helpful information, tools and resources

Resource	Call/Online resource	Information/PIN required
Aetna Informed Health <sup>®</sup> Line Gives plan members access to registered nurses, 24 hours a day, 7 days a week	1-800-556-1555	
<ul> <li>Aetna Navigator</li> <li>Online tool to help you manage your Aetna medical, dental and Rx plan, including:</li> <li>Find a doctor, pharmacy or facility</li> <li>Review claims</li> <li>Order medications</li> <li>Coverage &amp; Benefits <ul> <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.
Claim Appeals Medical and dental benefit appeals 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.	Call the Member Services number on your ID card for the appeals address.	
All other claim appeals	Address other claim appeals to: ERISA Appeals Committee, REAG c/o Aetna Corporate Compensation and Benefits 151 Farmington Avenue Hartford, CT 06156	

Resource	Call/Online resource	Information/PIN required
<b>Dental Plan Selection Tool</b> Compare options for dental plans	www.ybr.com/aetna	Have your user ID and password handy when you use the website.
<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.	www.aetna.com/docfind	
<b>Medicare*</b> General information about Medicare, 24 hours a day, 7 days a week	1-800-633-4227 www.medicare.gov	Have your user ID and password handy when you use the website.
* Please contact Aetna Medicare Member Services first for an issue related to your Aetna Medicare plans.		
<b>Social Security</b> General information about Social Security	1-800-772-1213 TTY: 1-800-325-0778 www.socialsecurity.gov	
Social Security Handbook	www.socialsecurity.gov Type "Social Security Handbook" in the search bar, then choose the "Social Security Handbook" link.	

#### **Non-Discrimination Notice**

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call **1-800-558-0860**.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with Civil Rights Coordinator by contacting:

Civil Rights Coordinator P.O. Box 14462 Lexington, KY 40512 (CA HMO customers: PO Box 24030, Fresno, CA 93779) **1-800-648-7817**, TTY: 711 Fax: 859-425-3379 (CA HMO customers: 860-262-7705) CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at **1-800-368-1019**, 800-537-7697 (TDD).

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company, Coventry Health Care plans and their affiliates (Aetna).

#### Availability of Language Assistance Services

For language assistance in your language call 1-800-558-0860 at no cost. (English)

Para obtener asistencia lingüística en español, llame sin cargo al 1-800-558-0860. (Spanish)

欲取得繁體中文語言協助,請撥打1-800-558-0860,無需付費。(Chinese)

Pour une assistance linguistique en français appeler le 1-800-558-0860 sans frais. (French)

Para sa tulong sa wika na nasa Tagalog, tawagan ang 1-800-558-0860 nang walang bayad. (Tagalog)

Benötigen Sie Hilfe oder Informationen in deutscher Sprache? Rufen Sie uns kostenlos unter der Nummer 1-800-558-0860 an. (German)

للمساعدة في (اللغة العربية)، الرجاء الاتصال على الرقم المجاني 0860-558-0800. (Arabic

Pou jwenn asistans nan lang Kreyòl Ayisyen, rele nimewo 1-800-558-0860 gratis. (French Creole)

Per ricevere assistenza linguistica in italiano, può chiamare gratuitamente 1-800-558-0860. (Italian)

日本語で援助をご希望の方は、1-800-558-0860 まで無料でお電話ください。(Japanese)

한국어로 언어 지원을 받고 싶으시면 무료 통화번호인 1-800-558-0860 번으로 전화해 주십시오. (Korean)

بر ای راهنمایی به زبان فارسی با شماره 0860-558-1800 بدون هیچ هزینه ای تماس بگیرید. انگلیسی (Persian)

Aby uzyskać pomoc w języku polskim, zadzwoń bezpłatnie pod numer 1-800-558-0860. (Polish)

Para obter assistência linguística em português ligue para o 1-800-558-0860 gratuitamente. (Portuguese)

Чтобы получить помощь русскоязычного переводчика, позвоните по бесплатному номеру 1-800-558-0860. (Russian)

Để được hỗ trợ ngôn ngữ bằng (ngôn ngữ), hãy gọi miễn phí đến số 1-800-558-0860. (Vietnamese)

TTY: 711

