

HOW TO DO BUSINESS GUIDE AETNA MEDICARE SUPPLEMENT AND ANCILLARY PRODUCTS



Medicare Supplement/Ancillary/Whole Life products:

Agent Use Only: 866-272-6630

Policyholder Use Only: 800-264-4000

To Submit New Business:

e-App: Available in your agent portal.

- Voice/electronic/wet signatures available
- Can be done on iPad, tablet, or desktop.

Fax: 877-380-2777 (only for applications using EFT)

Email: aetSSINNewBusienss@aetna.com

Mail: (new applications using check)

Aetna Senior Supplemental
Insurance

P.O. Box 14399

Lexington, KY 40512-9700

If sending by courier:

Xerox

Attention: Aetna Senior
Supplemental Insurance

699 S. Keeneland Dr.

Richmond, KY 40475

To Log into Aetna's Agent portal:

1. Go to: [here](#)
2. If you have not created an account, click "Register Now."
3. Follow the instructions and fill out all the necessary fields.
4. Once you are done, you may have to log in with your new username and password.

To Check Business:

1. Log into your agent portal.
2. Hover over "My Business" across the top bar.

HOW TO DO BUSINESS GUIDE AETNA MEDICARE SUPPLEMENT AND ANCILLARY PRODUCTS



3. Under “My Policies,” select “Policy Summary”
4. You will be able to filter through policies by status, policy activity, or policy search.

To Check Commissions:

1. Log into your agent portal.
2. Hover over “My Business” across the top bar.
3. Under “About Me,” select “My Commissions-Summary.”
4. Enter statement date and click “Go.”

To Order Aetna’s Materials:

1. Once logged into your agent portal, scroll down to “My Tools” and select “Order Supplies and Download Forms.”
2. This will redirect you to Aetna’s supply page.

For questions, please call Senior Marketing Specialists at 800-689-2800.