

Aetna Senior Supplemental Insurance

Home office directory - Medicare Supplement¹

New Business

Hours:
M-F 7:00 AM-5:00 PM CT

Make all checks payable to the appropriate underwriting company

Phone: (866) 272-6630 option 3
Fax: (877) 380-2777 (only for applications using EFT)
Email*: AetSSINewBusiness@aetna.com

Mail new apps paying by check to:
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 Drive
Richmond, KY 40475

E-App ONLY

Voice signature only
(automated line):

Phone: (877) 806-9519
Hours: 24 hours/day, 7 days/week

Point-of-sale and voice signature w/Telephone Interview:

Phone: (866) 272-6630 option 2
Hours: M - F, 8:00 AM - 8:00 PM CT
Sat 9:00 AM - 3:00 PM CT

Underwriting

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 4
Fax: (855) 411-9633
Email*: AetSSUnderwriting@aetna.com

Case Management

Hours:
M-F 7:30 AM-5:00 PM CT

Fax: (855) 447-0391
Fax only documents that a case manager specifically requests

Telephone Interview

Hours:
M-F 8:00 AM-8:00 PM CT
Sat 9:00 AM -3:00 PM CT

Phone: (866) 272-6630 option 2 (agents at point of sale)
Phone: (855) 221-8353 (applicants)

Policyholder Services

Hours:
M-F 7:00 AM-7:00 PM CT

Phone: (866) 272-6630 option 5
(TTY/TDD: 711)

Fax: (855) 291-0553
Email*: AetSSIPHS@aetna.com

Mailing Address for **RENEWAL PREMIUMS ONLY**

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

ACI	CLI	AHLIC
c/o Bank of America Lockbox Services P.O. Box 281067 Atlanta, GA 30384-1067	<i>For policies processed after 6/2010</i> c/o Bank of America Lockbox Services P.O. Box 742179 Atlanta, GA 30374-2179	Aetna Health and Life Insurance Company P.O. Box 742448 Atlanta, GA 30374-2104
GLAIC/GLIC	AHIC/All other policyholder correspondence	
Medicare Supplement Premiums P.O. Box 741803 Atlanta, GA 30374-1803	Aetna Senior Supplemental Insurance P.O. Box 14770 Lexington, KY 40512-4770	

Claims

Hours:
M-F 7:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 5, 2, 1
Fax: (855) 482-7876
Email*: AetSSICOMP-Claims@aetna.com

(insert name of underwriting company)
P.O. Box 14770
Lexington, KY 40512-4770



Aetna Senior Supplemental Insurance

Home office directory - Final Expense

New Business

Hours:
M-F 7:00 AM-5:00 PM CT

Make all checks payable to the appropriate underwriting company

Phone: (877) 538-2759 option 2
Fax ALL applications (EFT and Direct Bill): (877) 302-3304
Email*: AetSSINewBusiness@aetna.com

Mail check and Final Expense payment form (do not include the application) to:
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 Drive
Richmond, KY 40475

Underwriting/Case Management

Hours:
M-F 7:30 AM-5:00 PM CT

Phone: (877) 538-2759 option 2
Fax: (877) 302-3304

Only fax documents that a case manager specifically requests

Telephone Interview (Jet Pre-Approval)

Hours:
M-F 7:00 AM-9:00 PM CT
Sat: 9:00 AM-3:00 PM CT

Phone: (877) 538-2759 option 1 (point of sale only)

Policyholder Services

Hours:
M-F 7:00 AM-7:00 PM CT

Phone: (866) 272-6630 option 5
(TTY/TDD: 711)
Fax: (855) 291-0553
Email*: AetSSIPHS@aetna.com

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

Mailing Address for **RENEWAL PREMIUMS ONLY**

Bank of America Lockbox Services
P.O. Box 281067
Atlanta, GA 30384-1067

All other policyholder correspondence (address to appropriate underwriting company):
P.O. Box 14770
Lexington, KY 40512-4770

Claims

Hours:
M-F 7:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 5, 2, 3
Fax: (855) 829-4026
Email*: AetSSICOMP-Claims@aetna.com

ACI/CLI Final Expense
P.O. Box 680579
Franklin, TN 37068-9923



Aetna Senior Supplemental Insurance

Home office directory - Complementary products

Dental, Vision and Hearing

Policyholder services

Hours:
M-F 7:00 AM-7:00 PM CT

Phone: (866) 272-6630 option 5

Claims

Hours:
M-F 7:00 AM-7:00 PM CT

Phone:

(866) 272-6630 option 5, 2, 2

Fax: (972) 335-1349

Email*:

AetnaClaims@careington.com

Address: P.O. Box 60
Frisco, TX 75034

All other CLI complementary products

New Business

Hours:
M-F 7:00 AM-5:00 PM CT

Make all checks payable to the appropriate underwriting company

Phone: (866) 272-6630 option 3

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

Email*: AetSSINewBusiness@aetna.com

Mail check to:

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 Drive
Richmond, KY 40475

Underwriting

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 4

Fax: (855) 411-9633

Email*: AetSSIUnderwriting@aetna.com

Case Management

Hours:
M-F 7:00 AM-5:00 PM CT

Fax: (855) 447-0391

When requested, fax outstanding documents needed for policy issue

Telephone Interview

Hours:
M-F 7:00 AM-8:00 PM CT
Sat 9:00 AM-3:00 PM CT

Phone: (866) 272-6630 option 2

Policyholder Services

Hours:
M-F 7:00 AM-7:00 PM CT

Phone: (866) 272-6630 option 5
(TTY/TDD: 711)

Fax: (855) 291-0553

Email*: AetSSIPHS@aetna.com

Cancer Plus policies
processed after 6/16/2013

All other complementary policies
processed after 10/27/13

For all policies processed
prior to these dates:

Mailing address for **RENEWAL PREMIUMS ONLY:**

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 742179
Atlanta, GA 30374-2179

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 742179
Atlanta, GA 30374-2179

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 791369
Baltimore, MD 21279-1369

Send all other policyholder correspondence to:

Continental Life Insurance Company of Brentwood, Tennessee
P.O. Box 14770
Lexington, KY 40512-4770

Claims

Hours:
M-F 7:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 5, 2, 4

Fax: (855) 829-4026

Email*: AetSSICOMP-Claims@aetna.com

Aetna Senior Supplemental Insurance

P.O. Box 14862

Lexington, KY 40512



Aetna Senior Supplemental Insurance

Home office directory

Agent Contracting*

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 1
Fax: (866) 618-4993 (new agent appointments)
Fax: (855) 571-3847 (change requests/additional documentation)

- State appointments
- Copy of existing commission schedule (post contracting)
- LIMRA certifications
- EFT requests for commissions
- Address/email changes

Aetna Senior Supplemental Insurance
c/o Contracting
800 Crescent Centre Dr., Ste. 200
Franklin, TN 37067

Commissions

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 1
Fax: (855) 816-4835
Email*: AetSSICommissions@aetna.com

- Commission questions
- Commission statements
- 1099 forms

Aetna Senior Supplemental Insurance
c/o Commissions
800 Crescent Centre Dr., Ste. 200
Franklin, TN 37067

Agent Services (Sales)

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630 option 1
Fax: (855) 690-0893
Email*: AetSSInformation@aetna.com

- Sales supplies
- Rates
- Product training
- Webinar reservations
- Commission advancing requests
- Aetna Quote & Enroll/E-App support
- Contracting documents
- Commission schedules

Aetna Senior Supplemental Insurance
c/o Agent Services
800 Crescent Centre Dr., Ste. 200
Franklin, TN 37067

Agent Website Technical Support

Hours:
M-F 8:00 AM-5:00 PM CT

www.aetnaseniorproducts.com
(Website available 24 hours)
For technical assistance
(including registering your username and password):
Phone: (800) 587-5139
Email*: AetSSIWebAssist@aetna.com

- Online registration
- Password resets
- Login assistance
- Aetna Quote & Enroll/E-App support

¹All products underwritten by American Continental Insurance Company (ACI), Continental Life Insurance Company of Brentwood, Tennessee (CLI), and Medicare Supplement underwritten by Aetna Health Insurance Company (AHIC) and Aetna Health and Life Insurance Company (AHLIC), all Aetna companies.

*Do not use email to send applicant or policyholder information unless it is encrypted. It is possible that your e-mail communication may be accessed or viewed inappropriately by another Internet user while in transit to us. You can send information securely via **aetnaseniorproducts.com**.



Aetna Senior Supplemental Insurance Sales management team

WEST



Tony Clark
Regional Vice President

SOUTH



Kevin Moore
Regional Vice President

MIDWEST

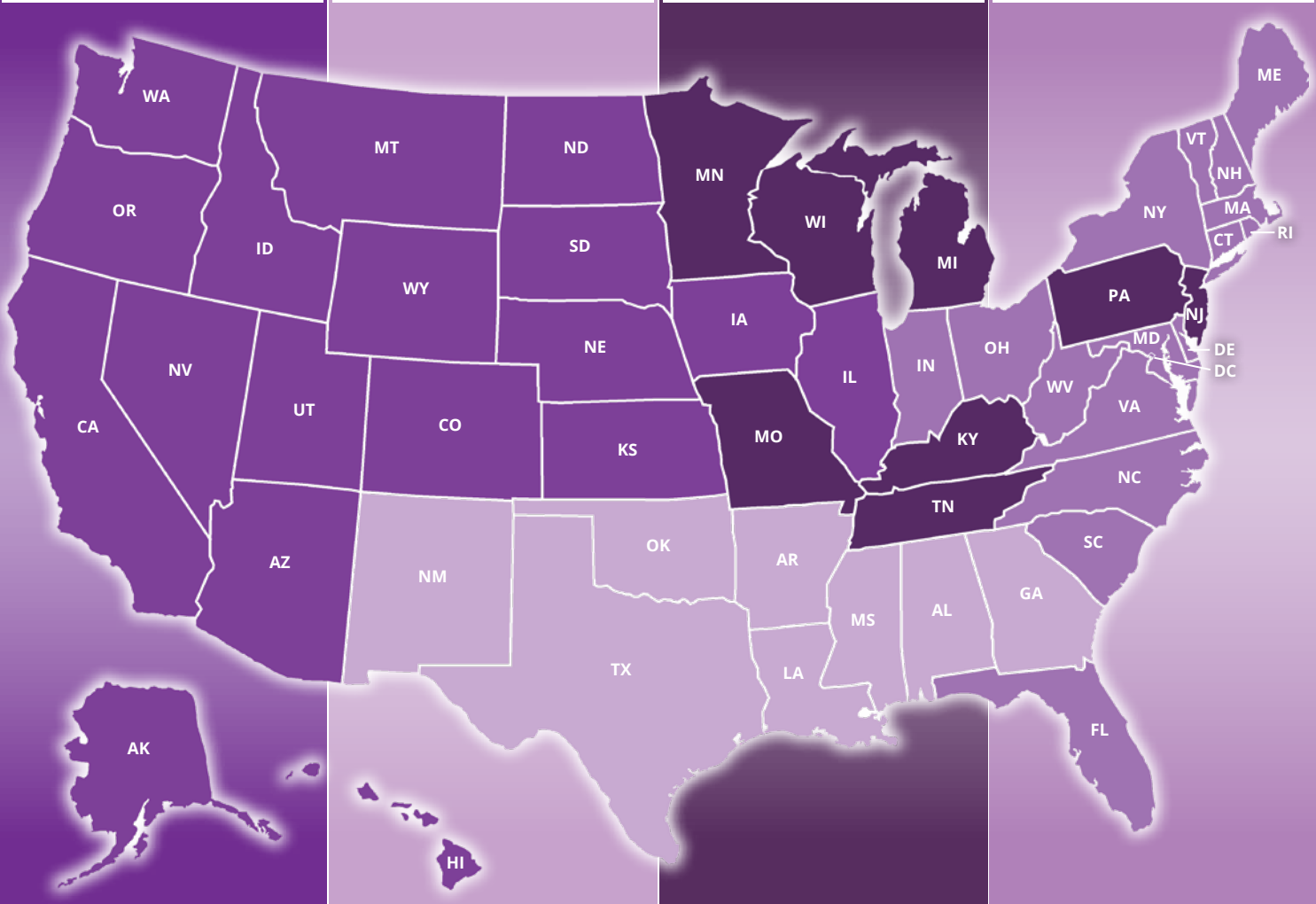


George Pelekanos
Regional Vice President

EAST



Jeff Nasser
Regional Vice President



Justine Sawyers
Regional Sales Manager



Suzanne Guillebeau
Regional Sales Specialist



Rick Huemmer
Regional Sales Manager



Rose Faulkner
Regional Sales Specialist



Paul Ericson
Regional Sales Manager



Colleen Trayser
Regional Sales Specialist

WEST

AK, AZ, CA,
CO, HI, IA,
ID, IL, KS,
MT, ND, NE,
NV, OR, SD,
UT, WA, WY

Regional
Vice President

Tony Clark

Tony.Clark@aetna.com
804-381-1068

SOUTH

AL, AR,
GA, LA,
MS, NM,
OK, TX

Regional
Vice President

Kevin Moore

MooreK7@aetna.com
615-927-1089

Regional
Sales Manager

Justine Sawyers

SawyersJ@aetna.com
214-789-4284

Regional
Sales Specialist

Suzanne Guillebeau

GuillebeauS@aetna.com
959-299-4655

MIDWEST

KY, MI,
MN, MO,
NJ, PA,
TN, WI

Regional
Vice President

George Pelekanos

George.Pelekanos@aetna.com
615-785-2599

Regional
Sales Manager

Rick Huemmer

HuemmerR@aetna.com
615-917-2873

Regional
Sales Specialist

Rose Faulkner

Rose.Faulkner@aetna.com
615-807-7515

EAST

CT, DC, DE,
FL, IN, MA,
MD, ME, NC,
NH, NY, OH,
RI, SC, VA,
VT, WV

Regional
Vice President

Jeff Nasser

NasserJ@aetna.com
317-910-2830

Regional
Sales Manager

Paul Ericson

EricsonP@aetna.com
615-202-9731

Regional
Sales Specialist

Colleen Trayser

TrayserC2@aetna.com
615-807-7517

Agent services team

866-272-6630

Aetna Health and Life Insurance Company
Aetna Health Insurance Company
American Continental Insurance Company
Continental Life Insurance Company of Brentwood, Tennessee



For product availability, scan the QR code or visit www.aetnaseniorproducts.com