

Broker Rep Alert

NEW Call Center Enhancements Effective Nov. 1

Starting November 1st, a national broker service unit will join forces with your current local broker liaisons. This will result in new options when you call 1-888-247-1050:

1. Information on training and registration to sell Aetna Medicare plans
 - Learn more about Aetna's Web-based tools available 24 hours a day, 7 days a week
 - Questions on training materials
 - Status of registration
 - Become licensed to sell Aetna Medicare Plans
2. Information on Aetna Medicare providers and prescription drug coverage
 - Validate a provider is participating with Aetna Medicare Plan
 - Provider participation with PFFS plan
 - Questions about prescription formulary
 - Clarification on a brand or generic drug
3. Member enrollment and commission status
 - Check status on a member's eligibility
 - Clarification on member plan benefits
 - Questions on payment issued, received, or statements
 - Status of commission checks
4. Direct connection to your local Broker Liaison for information on products, rates, benefits and premiums available in your area.
 - Available products
 - Confirmation of rates on any plan
 - Questions on benefits when selling to members
 - Premium questions

Each prompt has been developed to make it easier for you get the answers you need, when you need them. To reach our team, please:

- Call : 1-888-247-1050
- Fax: (860) 975-9697
- Email: BrokerService-MedicareTeam@AETNA.com

Please print this information out as a handy reference for future use.

We're Here to Help You Sell!

Now more than ever, we're ready to help with your Aetna Medicare questions. Just call the number above for quick, expert assistance Monday-Friday from 8am-5pm. We are committed to your business success and look forward to continuing to serve you.