

Aetna Senior Supplemental Insurance

Effective 3/13/13

Home Office Directory For Agents

www.aetnaseniorproducts.com

Hours (CST)	ACI Med Supp	CLI Med Supp	ACI Final Expense	CLI Complementary
<p>New Business (M-F: 7:30a-4:30p)</p> <p>Case Management (M-F: 7:30a-4:30p)</p> <p><i>Direct all correspondence and make all checks payable to the appropriate underwriting company.</i></p>	<p>P: (800) 264.4000; option 3, 2 New Business -Fax only for apps using EFT F: (877) 380.2777 AetSSINewBusiness@Aetna.com Case Management - Fax only documents that a case manager specifically requests F: (855) 447.0391</p> <p>Mail applications paying by check to: USPS Mailing Address: Bank of America Lockbox Services P O Box 405925; Atlanta, GA 30384-5925 Courier Mailing Address: Bank of America Lockbox Services Lockbox 405925 6000 Feldwood Rd. College Park, GA 30349</p>	<p>P: (800) 264.4000; option 3, 2 New Business – Fax only for apps using EFT F: (877) 380.2777 AetSSINewBusiness@Aetna.com Case Management - Fax only documents that a case manager specifically requests F: (855) 447.0391</p> <p>Mail applications paying by check to: USPS Mailing Address: Bank of America Lockbox Services P O Box 742214, Atlanta, GA 30374-2214 Courier Mailing Address: Bank of America Lockbox Services Lockbox 742214 6000 Feldwood Rd. College Park, GA 30349</p>	<p>P: (877) 538.2759; option 2 AetSSIFinalExpense@Aetna.com New Business - Fax ALL Final Expense apps (EFT and Direct Bill) F: (877) 302.3304</p> <p>Mail check and Final Expense payment form (do not include the application) USPS Mailing Address: Bank of America Lockbox Service PO Box 405925 Atlanta, GA 30384-5925 Courier Mailing Address: Bank of America Lockbox Service Lockbox 405925 6000 Feldwood Rd. College Park, GA 30349</p>	<p>P: (800) 264.4000; option 3, 2 New Business -Fax only for apps using EFT F: (877) 380.2777 AetSSINewBusiness@Aetna.com Case Management - Fax only documents that a case manager specifically requests F: (855) 447.0391</p> <p>Mail applications paying by check to: USPS Mailing Address: P O Box 1188; Brentwood, TN 37024 Courier Mailing Address: 800 Crescent Centre Dr., Ste.200 Franklin, TN 37067</p>
<p>Underwriting (M-F: 7:30a-4:30p)</p> <p>Telephone Interview (M-F: 7:30a-5:30p)</p>	<p>General underwriting questions: P: (800) 264.4000; option 3, 4 AetSSIUunderwriting@Aetna.com When requested, fax outstanding documents needed for policy issue to: F: (855) 411.9633</p> <p>Telephone Interview P: (800) 264.4000; option 3, 3</p>		<p>Point-of-Sale Jet Pre-Approval Telephone Interview Required on all Final Expense applications: (M-F: 7:00a-9:00p; Sat: 9:00a-3:00p) P: (877) 538.2759; option 1</p>	<p>P: (800) 264.4000; option 3, 4 AetSSIUunderwriting@Aetna.com When requested, fax outstanding documents needed for policy issue F: (855) 411.9633</p> <p>Telephone Interview P: (800) 264.4000; option 3, 3</p>
<p>Policyholder Services (M-F: 7:30a-5:30p) AetSSIPHS@Aetna.com</p>	<p>P: (800) 264.4000; option 3, 7 (agents) P: (800) 264.4000; option 1 (policyholders) F: (855) 291.0553</p> <p>Renewal Premiums Only: USPS Mailing Address: Bank of America Lockbox Services P O Box 281067; Atlanta, GA 30384-1067 Courier Mailing Address: Bank of America Lockbox Services Lockbox 281067 6000 Feldwood Rd. College Park, GA 30349</p>	<p>P: (800) 264.4000; option 3, 7 (agents) P: (800) 264.4000; option 1 (policyholders) F: (855) 291.0553</p> <p>Renewal Premiums Only: USPS Mailing Address: For Policy Numbers with CLI in prefix <small>(ex. CLI1234567)</small> Bank of America Lockbox Services P O Box 742179; Atlanta, GA 30374-2179 For all other CLI Med Supp policies: CLI P O Box 791369 Baltimore, MD 21279-1369</p>	<p>P: (800) 264.4000; option 3, 7 (agents) P: (800) 264.4000; option 1 (policyholders) F: (855) 291.0553</p> <p>Renewal Premiums Only: USPS Mailing Address: Bank of America Lockbox Services P O Box 281067; Atlanta, GA 30384-1067 Courier Mailing Address: Bank of America Lockbox Services Lockbox 281067 6000 Feldwood Rd. College Park, GA 30349</p>	<p>P: (800) 264.4000; option 3, 7 (agents) P: (800) 264.4000; option 1 (policyholders) F: (855) 291.0553</p> <p>Renewal Premiums Only: USPS Mailing Address: c/o Sun Trust Bank P O Box 791369 Baltimore, MD 21279-1369 Courier Mailing Address: c/o Sun Trust Bank 1000 Stewart Avenue Glen Burnie, MD 21061</p>
<p>Send all other policyholder correspondence to: P. O Box 1188, Brentwood, TN 37024</p>				
<p>Claims (M-F: 7:30a-5:30p) AetSSIPHS@Aetna.com</p>	<p>P: (800) 264.4000; option 3, 8 F: (855) 482.7876 Claims Only: P O Box 5008 Brentwood, TN 37024</p>	<p>P: (800) 264.4000; option 3, 8 F: (855) 482.7876 Claims Only: P O Box 5008 Brentwood, TN 37024</p>	<p>P: (800) 264.4000; option 3, 8 F: (855) 875.0515 Claims Only: ACI Final Expense P O Box 8, Brentwood, TN 37024</p>	<p>P: (800) 264.4000; option 3, 8 F: (855) 875.0515 Claims Only: CLI Complementary Health Products P O Box 8, Brentwood, TN 37024</p>

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Contracting & Commissions / Hours (CST)

Contracting (M-F: 7:30a-4:30p) AetSSIcontracting@Aetna.com	P: (800) 264.4000; option 3, 5 F: (866) 618.4993 USPS Mailing Address: PO Box 1188; Brentwood, TN 37024-9486 Courier Mailing Address: 800 Crescent Centre Dr., Ste.200; Franklin, TN 37067	<ul style="list-style-type: none"> State appointments Copy of existing commission schedule (post contracting) LIMRA certifications Electronic Funds Transfer (EFT) Requests for commissions
Commissions (M-F: 7:30a-4:30p) AetSSIconmissions@Aetna.com	P: (800) 264.4000; option 3, 6 F: (855) 816.4835 USPS Mailing Address: PO Box 1188; Brentwood, TN 37024-9486 Courier Mailing Address: 800 Crescent Centre Dr., Ste.200; Franklin, TN 37067	<ul style="list-style-type: none"> Commission questions Commission statements 1099 forms

Agent Services / Hours (CST)

Sales & Marketing (M-F: 7:30a-4:30p) AetSSInformation@Aetna.com	P: (800) 264.4000; option 3, 1 F: (855) 690.0893 Mailing Address: 800 Crescent Centre Dr., Ste.200; Franklin, TN 37067	<table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Contracting documents Commission schedules Sales supplies Marketing materials </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Rates Product training Webinar reservations Advancing requests </td> </tr> </table>	<ul style="list-style-type: none"> Contracting documents Commission schedules Sales supplies Marketing materials 	<ul style="list-style-type: none"> Rates Product training Webinar reservations Advancing requests
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Agent Website	www.aetnaseniorproducts.com For technical assistance (including registering your user name and password) contact Web Technical Assistance: (800) 587.5139 AetSSIWebAssist@Aetna.com	<table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Producer Dashboard <ul style="list-style-type: none"> Book of business reports ACI commission statements Tools (PDP referral tracking, webinar schedule, etc.) </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Product and Supplies <ul style="list-style-type: none"> Supply ordering Product availability Promotions <ul style="list-style-type: none"> Track your progress </td> </tr> </table>	<ul style="list-style-type: none"> Producer Dashboard <ul style="list-style-type: none"> Book of business reports ACI commission statements Tools (PDP referral tracking, webinar schedule, etc.) 	<ul style="list-style-type: none"> Product and Supplies <ul style="list-style-type: none"> Supply ordering Product availability Promotions <ul style="list-style-type: none"> Track your progress
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Agent Field Sales Support & Training

Region	States	Name	Email Address	Telephone
Northeast	DE, IN, ME, MD, NH, NJ, OH, PA, RI, VA, VT, WV	Greg Etchison (Regional Vice President)	Gregory.Etchison@Aetna.com	(765) 425.8840
		Rose Faulkner (Sales Specialist)	Rose.Faulkner@Aetna.com	(615) 807.7515
Southeast	AL, AR, FL, GA, KY, LA, MS, NC, SC, TN	Steve Patton (Regional Vice President)	Steven.Patton@Aetna.com	(615) 796.3334
		Georgia Fletcher (Sales Specialist)	Georgia.Fletcher@Aetna.com	(615) 807.7517
Midwest	IA, IL, MI, MN, MO, OK, WI	George Pelekanos (Regional Vice President)	George.Pelekanos@Aetna.com	(615) 636.5470
		Andy Dial (Sales Specialist)	William.Dial@Aetna.com	(615) 807.7518
Southwest	AZ, CA, NM, NV, TX	Frank Bell, LUTCF, CLTC (Regional Vice President)	Frank.Bell@Aetna.com	(615) 336.8327
		Stacy Perry (Sales Specialist)	Stacy.Perry@Aetna.com	(615) 807.7516
Northwest	CO, ID, KS, MT, ND, NE, OR, SD, UT, WY	Tony Clark, CLTC (Regional Vice President)	Tony.Clark@Aetna.com	(804) 381.1068
		William Davis (Sales Specialist)	William.Davis@Aetna.com	(615) 807.7514

Aetna Prescription Drug Plan (PDP) Referral Program / Hours (CST)

Contracting (M-F: 7:30a-4:30p) AetnaPDPReferralProgram@Aetna.com	P: (800) 264.4000; option 3, 5 F: (855) 688.3575	<table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Aetna PDP Referral Agreement required Health license required </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ACI or CLI appointment required NO AHIP/ MAPD/PDP certification required </td> </tr> </table>	<ul style="list-style-type: none"> Aetna PDP Referral Agreement required Health license required 	<ul style="list-style-type: none"> ACI or CLI appointment required NO AHIP/ MAPD/PDP certification required
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PDP Referral Line (Sun-Sat: 9:00a-9:00p) Extended hours during AEP	P: (800) 524.1129 Consumer can also self-enroll at aetnamedicare.com	<ul style="list-style-type: none"> Refer any Medicare eligible interested in the Aetna PDP Aetna PDP Enrollment specialist will provide plan details; take PDP enrollment Referring agent receives referral fee for qualifying PDP enrollments 		
PDP Referral Tracking	aetnaseniorproducts.com (agent side), Producer Dashboard, Tools	<ul style="list-style-type: none"> Required for all PDP Referrals that are not an ACI or CLI Med Supp policyholder Must provide consumer's full name, address and Medicare ID 		

Genworth Medicare Supplement Products (GLAIC and GLIC)

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Administered by Aetna Life Insurance Company and its affiliates

www.aetnaseniorproducts.com

Hours (CST)	Phone	Address
Agent Services (M-F: 7:30a-4:30p) AetSSIinformation@Aetna.com	P: (877) 825.9337; option 3, 1 F: (855) 690.0893	Mailing Address: [insert name of underwriting company] c/o Aetna Senior Supplemental Insurance 800 Crescent Centre Dr., Ste.200 Franklin, TN 37067
New Business (M-F: 7:30a-4:30p)	P: (877) 825.9337; option 3, 2 Fax only new applications paying by EFT F: (877) 380.2777	Mail applications paying by check (Direct Bill) to: USPS Mailing Address: Bank of America Lockbox Services P O Box 404140 Atlanta, GA 30384-4140 Courier Mailing Address: Bank of America Lockbox Services Lockbox 404140 6000 Feldwood Rd. College Park, GA 30349
Case Management (M-F: 7:30 a-4:30P) AetSSINewBusiness@Aetna.com	P: (877) 825.9337; option 3, 2 Fax only documents that a case manager specifically requests F: (855) 447.0391	
Underwriting (M-F: 7:30a-4:30p) AetSSIUnderwriting@Aetna.com	P: (877) 825.9337; option 3, 4 Fax only documents that underwriting requires for policy issue F: (877) 447.0391	
Telephone Interview (M-F: 7:30a-5:30p)	After point of sale: P: (877) 825.9337 (option 3, 3)	
Policyholder Services (M-F: 7:30a-5:30p) AetSSIPHS@Aetna.com	P: (877) 825.9337; option 3, 7 (agents) P: (877) 825.9337; option 1 (policyholders) F: (855) 291.0553	Renewal Premiums Only: USPS Mailing Address: Bank of America Lockbox Services P O Box 741803; Atlanta, GA 30374-1803 Courier Mailing Address: Bank of America Lockbox Services Lockbox 741803 6000 Feldwood Rd. College Park, GA 30349 All Other Policyholder Correspondence: c/o Aetna Senior Supplemental Insurance P. O Box 1188; Brentwood, TN 37024
Claims (M-F: 7:30a-5:30p) AetSSIPHS@Aetna.com	P: (877) 852.9337; option 3, 8 F: (855) 482.7876	Claims Only: {attention: name of underwriting company} P O Box 5008 Brentwood, TN 37024
Producer Services Genworth Financial / Hours (CST) -- Call the Aetna Senior Supplemental Agent Services team for GLAIC/GLIC Medicare Supplement contracting documents and commission schedules.		
Contracting (M-Th: 7:30a-7:00p; F: 8:00a-7:00p) producerservices@genworth.com	P: (800) 991.5684; option 2 F: (804) 281.6300	USPS Mailing Address: Genworth Financial Attn: Licensing or Commission Accounting P O Box 40010 Lynchburg, VA 24506 Courier Mailing Address: Genworth Financial Attn: Licensing or Commission Accounting 3100 Albert Lankford Dr. Lynchburg, VA 24501
Commissions (M-Th: 7:30a-7:00p; F: 8:00a-7:00p) producerservices@genworth.com	P: (800) 991.5684; option 3 F: (804) 281.6300	