

Here for you



Aetna® Answer Team

Our specialty for small group

Confused about an invoice? Missing a payment? Sometimes you need a little extra help with your health plan administration and service-related issues.

Our Aetna Answer Team is your one stop shop for service and support. We support small group (2-100 employees) business.

Have a question?

You can contact us at
East: **1-855- 319-7290 (TTY: 711)** or
email **AATSE@aetna.com**

West: **1-800-343-6101 (TTY: 711)** or
email **WestAAT@aetna.com**

Monday–Friday from 8 AM to 8 PM Eastern Time

Our services

- ✓ **MemberIDcards**
Members can download a copy through our member website at Aetna.com.

Our Aetna Answer Team can provide copies of the ID card for members who need a virtual card for upcoming services. They are also able to provide Member ID and group numbers. A quick phone call to our team and we'll have this information in your hands.
- ✓ **Claims and benefit support**
Members can access claims history and Explanation of Benefits (EOBs). They can do so by going to their member health website.

Brokers and plan sponsors may need to obtain claims information on a specific employee. They can call us for support.
- ✓ **Billing**
Questions on billed charges, dates or need a new invoice? Our team supports all your billing needs.
- ✓ **We also support:** Springboard help desk, urgent/access to care enrollment, enrollment inquiries, password reset, Producer World help desk, employee navigator group support, SBC Plan document inquiries

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