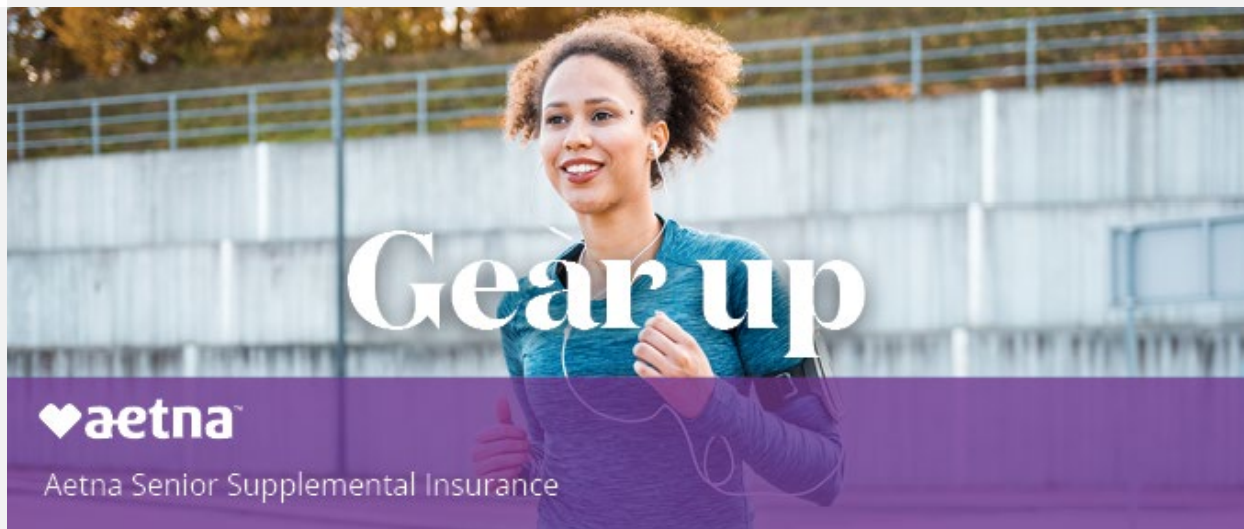




What your clients can expect

Now that you're ready for AEP, be sure to talk to your clients about what they can expect if their application is approved.

Document	Estimated delivery time
ID card (electronic)	24 hours after the policy is issued (available on the member side of aetnaseniorproducts.com)
ID card (paper)	2 weeks after the policy is issued (Varies depending on member's location and mail service)
Policy pages (electronic)	24 hours after the policy is issued (available on the member side of aetnaseniorproducts.com)
Policy pages (paper)	3 weeks after the policy is issued (Varies depending on member's location and mail service)

Note: Policy pages can only be mailed directly to the policyholder at this time.

[View the status of your applications and policies](#)

Easy to use online resources for members

Once a member has signed up on **aetnaseniorproducts.com**, they'll have several options to manage their policy. They can:

- View their ID card and policy pages
- View their member discounts
- Choose electronic correspondence to have faster access to documents
- Chat live with a customer service representative

...and much more. Encourage your clients to sign up on **aetnaseniorproducts.com** for easy access to their policy information.

We're here to help

If your client has a question about their policy, the best way for them to reach us is by using our **NEW live chat** feature on the **member side of aetnaseniorproducts.com**. If they need to reach us by phone, they can call **800-264-4000**.

NOTE: Agents can reach us using the live chat feature on the **agent side of aetnaseniorproducts.com** or by calling **866-272-6630**.

* Aetna Senior Supplemental Insurance includes products underwritten by: Accendo Insurance Company (ACC), part of the CVS Health® family of companies and Aetna affiliate; Aetna Health and Life Insurance Company (AHLIC); Aetna Health Insurance Company (AHIC), American Continental Insurance Company (ACI); Continental Life Insurance Company of Brentwood, Tennessee (CLI)

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