Aetna Senior Supplemental Insurance
Home office directory - Medicare Supplement

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

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

Make all checks payable to the appropriate underwriting company

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 7:30 AM-5:00 PM CT

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

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 (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

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

Make all checks payable to the appropriate underwriting company

ACI

<table>
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<tr>
<th>c/o Bank of America</th>
<th>For policies processed after 6/2010</th>
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<tbody>
<tr>
<td>P.O. Box 281067</td>
<td>c/o Bank of America</td>
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<tr>
<td>Atlanta, GA 30384-1067</td>
<td>Lockbox Services</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 742179</td>
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<tr>
<td></td>
<td>Atlanta, GA 30374-2179</td>
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CLI

Aetna Health and Life
Insurance Company
P.O. Box 742448
Atlanta, GA 30374-2104

GLAIC/GLIC

<table>
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<tr>
<th>Medicare Supplement Premiums</th>
<th>Aetna Senior Supplemental Insurance</th>
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<td>P.O. Box 741803</td>
<td>P.O. Box 14770</td>
</tr>
<tr>
<td>Atlanta, GA 30374-1803</td>
<td>Lexington, KY 40512-4770</td>
</tr>
</tbody>
</table>

AH LIC

Aetna Health and Life
Insurance Company
P.O. Box 742448
Atlanta, GA 30374-2104

Claim All other policyholder correspondence

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

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

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

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### 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*

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### 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)

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### Policyholder Services
**Hours:**
M-F 7:00 AM-7:00 PM CT

**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

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### Claims
**Hours:**
M-F 7:00 AM-5:00 PM CT

**Phone:** (866) 272-6630 option 5  
**TTY/TDD:** 711  
**Fax:** (855) 291-0553  
**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

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

**Phone:** (866) 272-6630 option 5

**Claims**

**Phone:**
(866) 272-6630 option 5, 2, 2
**Fax:** (972) 335-1349
**Email**: AetnaClaims@careington.com
**Address:** P.O. Box 60
Frisco, TX 75034

**New Business**

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

**Phone:** (866) 272-6630 option 3

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

**Email**: AetNSSINewBusiness@aetna.com

**Mail check to:**
Aetna Senior Supplemental Insurance
P.O. Box 14399
Lexington, KY 40512-9700

**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)

If sending by courier:
Xerox
Attention: Aetna Senior Supplemental Insurance
699 S. Keeneland Drive
Richmond, KY 40475

**Cancer Plus policies processed after 6/16/2013**

**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

**All other complementary policies processed after 10/27/13**

**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:**

**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**: AetSSIICOMP-Claims@aetna.com

Aetna Senior Supplemental Insurance
P.O. Box 14862
Lexington, KY 40512
### 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)  
**Email**: AetSSIContracting@aetna.com

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

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

### 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

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

- Commission questions  
- Commission statements  
- 1099 forms

### Agent Services (Sales)

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

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

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

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

### Agent Website Technical Support

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

**Website:**[www.aetnaseniorproducts.com](http://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

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