



ATTENTION: PROVIDERS
Claims Overpayment Information

Please mail a refund check and copy of the EOB to:

Asset Protection Unit, Inc.
P.O. Box 30969
Amarillo, TX 79120



NOTE: Aetna Senior Supplemental Insurance* does not recoup, retract, or offset refunds.

Mailing Address

To Submit Request for Refund [Click Here](#)



Refund Request



Overpayment Team
Asset Protection Unit, Inc.
Email: reply@apuinc.com
Phone: **866.434.8303**
Fax: **806.378.9822**
Hours of operation: 8:00am—5:00pm CST



Contact Information

*The following companies are either owned by Aetna and/or have Medicare Supplement policy administration by Aetna and its affiliates (Aetna Senior Supplemental Insurance):

- Aetna Health and Life Insurance Company
- Aetna Health Insurance Company
- Aetna Life Insurance Company
- Allianz Life Insurance Company
- American Continental Insurance Company
- American General Life and Accident Insurance Company
- Combined Insurance Company of America
- Continental Life Insurance Company of Brentwood, Tennessee
- Coventry Health and Life Insurance Company
- First Health Life and Health Insurance Company
- Genworth Life and Annuity Insurance Company
- Genworth Life Insurance Company
- Union Fidelity Life Insurance Company
- Virginia Surety Company, Inc.
- Washington National Insurance Company