

Producer contact information

Individual Business — Medicare

MEDICARE BROKER SALES SUPPORT UNIT

1-888-247-1050

Monday – Friday 8:30 a.m. - 5:00 p.m. local time
brokerservice-medicareteam@aetna.com

Self-service

- Order broker enrollment kits:
1-888-247-1050
Fax: **1-860-975-9697**
- View plan designs and rates on www.AetnaMedicare.com

Visit Producer World to access these convenient business tools

- Enrollment and compensation is as [Easy as 1-2-3](#)
- Access the [Medicare Marketing Print Portal](#)
- Medicare Supplement [FAQ](#)

New business submissions

Fax: **1-866-441-2341**
E-mail: medicareenrollmentapplications@aetna.com
Aetna Medicare Broker Enrollment Team
P.O. Box 14088
Lexington, KY 40512-4088

Licensing and appointment

1-866-511-2863
Monday-Friday 7:30 a.m. - 4:00 p.m. CT
Fax: **1-888-539-7601** or **1-281-637-3569**
E-mail: LAAUmedicare@aetna.com

Aetna, Inc.
Licensing and Appointment Admin Unit
Three Sugar Creek Center, 2nd FL
Sugar Land, TX 77478

Access on Producer World:

[Licensing and appointment information](#)

Commission inquiries

1-800-622-3435
Monday-Friday 8:00 a.m. - 4:30 p.m. ET
E-mail: BrokerComm@aetna.com

Access on Producer World: [Compensation information](#)

Producer World®

Registration and support
1-800-225-3375 Prompt 4
Monday–Friday 7:00 a.m. - 9:00 p.m. ET
Web: www.aetna.com/producer

Existing Member Services

General information

1-800-282-5366

Billing and enrollment

1-866-772-3862

Monday-Friday 8:00 a.m. - 5:00 p.m. PT

Standalone drug plans:

1-877-238-6211

Medicare Supplement:

1-800-557-5078

Important contacts

Medicare helpline & website

1-800-MEDICARE (1-800-633-4227)

24 hours a day, 7 days a week

www.Medicare.gov

Social Security Administration

1-800-772-1213

Monday - Friday 7 a.m. - 7 p.m.

www.socialsecurity.gov

This information is intended for brokers only. Aetna Medicare Advantage Plans: Offered by Aetna Health Inc., Aetna Health of California Inc., and/or Aetna Life Insurance (Aetna). Coverage is provided through a Medicare Advantage organization or a Medicare prescription drug plan sponsor with a Medicare contract. Benefits, limitations, service areas, and premiums are subject to change on January 1 of each year. Plans contain exclusions and limitations. Discount programs provide access to discounted prices and are NOT insured benefits. The member is responsible for the full cost of the discounted services. All Producers must be properly licensed, certified and appointed with Aetna as a Medicare Producer before they begin to sell Aetna Medicare products. 2/10