

# Aetna Senior Supplemental Insurance\*

## Home office directory - Medicare Supplement

This directory also applies to: Accendo Insurance Company part of the CVS Health® family of companies and Aetna affiliate

### 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\*\*:** AetSSINewBusiness@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

### 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

Mailing Address for **RENEWAL PREMIUMS ONLY**

*Make check payable to the appropriate underwriting company*

*Reference policyholder name and policy number on all checks and correspondence*

ACI	CLI	AHLC
<b>c/o Bank of America Lockbox Services</b> P.O. Box 281067 Atlanta, GA 30384-1067	<i>For policies processed after 6/2010</i> <b>c/o Bank of America Lockbox Services</b> P.O. Box 742179 Atlanta, GA 30374-2179	<b>Aetna Health and Life Insurance Company</b> P.O. Box 742448 Atlanta, GA 30374-2104
GLAIC/GLIC	ACC/AHIC/All other policyholder correspondence	
Medicare Supplement Premiums P.O. Box 741803 Atlanta, GA 30374-1803	Aetna Senior Supplemental Insurance 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, 1  
**Fax:** (855) 482-7876  
**Email\*\*:** AetSSICOMP-Claims@aetna.com

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

# Aetna Senior Supplemental Insurance\*

## Home office directory - Final Expense

This directory also applies to: Accendo Insurance Company part of the CVS Health® family of companies and Aetna affiliate

### 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

### 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

### 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)

*Not applicable for Accendo Final Expense*

### 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*

**ACI/CLI**  
**Phone:** (866) 272-6630 option 5  
(TTY/TDD: 711)  
**Fax:** (855) 291-0553  
**Email\*\*:** AetSSIPHS@aetna.com

**ACC**  
**Phone:** (866) 951-0653  
**Fax:** (833) 659-1166  
**Email\*\*:** AetSSIPHS@aetna.com

Mailing Address for **RENEWAL PREMIUMS ONLY**

**Bank of America Lockbox Services**  
P.O. Box 281067  
Atlanta, GA 30384-1067

#### **All other policyholder correspondence:**

ACI/CLI  
P.O. Box 14770  
Lexington, KY 40512-4770

ACC  
P.O. Box 14795  
Lexington, KY 40512

### Claims

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

**ACI/CLI**  
**Phone:** (866) 272-6630 option 5, 2, 3  
**Fax:** (855) 829-4026  
**Email\*\*:** AetSSICOMP-Claims@aetna.com

ACI/CLI Final Expense  
P.O. Box 680579  
Franklin, TN 37068-9923

**ACC**  
**Phone:** (866) 951-0653  
**Fax:** (833) 659-1166  
**Email\*\*:** AetSSICOMP-Claims@aetna.com

ACC Final Expense  
P.O. Box 14795  
Lexington, KY 40512

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

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

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

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

**All other CLI complementary products**

**New Business**

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

*Make all checks payable to the appropriate underwriting company*

**Phone:** (866) 272-6630 option 3  
**Fax (only applications using EFT):**  
(877) 380-2777  
**Email\*\*:** AetSSINewBusiness@aetna.com  
**Mail 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

**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)

**Fax:** (855) 291-0553  
**Email\*\*:** AetSSIPHS@aetna.com

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

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

**For all policies processed prior to these dates:**

Mailing address for **RENEWAL PREMIUMS ONLY:**

*Make check payable to the appropriate underwriting company*

*Reference policyholder name and policy number on all checks and correspondence*

**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

**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\*\*:** AetSSICOMP-Claims@aetna.com

Aetna Senior Supplemental Insurance  
P.O. Box 14862  
Lexington, KY 40512

# Aetna Senior Supplemental Insurance\*

## Home office directory

### Agent Contracting

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

**Phone:** (866) 272-6630 option 1  
**Fax:** (859) 425-5211 (new agent appointments)  
**Fax:** (855) 571-3847 (change requests/additional documentation)

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

Aetna Senior Supplemental Insurance  
c/o Contracting  
1021 Reams Fleming Blvd  
Franklin, TN 37064

### 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

- Commission questions
- Commission statements
- 1099 forms

Aetna Senior Supplemental Insurance  
c/o Commissions  
1021 Reams Fleming Blvd  
Franklin, TN 37064

### 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

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

Aetna Senior Supplemental Insurance  
c/o Agent Services  
1021 Reams Fleming Blvd  
Franklin, TN 37064

### Agent Website Technical Support

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

**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

\*All products underwritten by American Continental Insurance Company (ACI), Continental Life Insurance Company of Brentwood, Tennessee (CLI), both Aetna companies. Medicare Supplement underwritten by Aetna Health Insurance Company (AHIC), Aetna Health and Life Insurance Company (AHLIC), both Aetna companies, and Accendo Insurance Company (ACC), Part of the CVS Health® family of companies and Aetna affiliate.

\*\*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**.

# Aetna Senior Supplemental Insurance Sales management team

## WEST



**Tony Clark**  
Regional Vice President

## SOUTH



**Kevin Moore**  
Regional Vice President

## MIDWEST

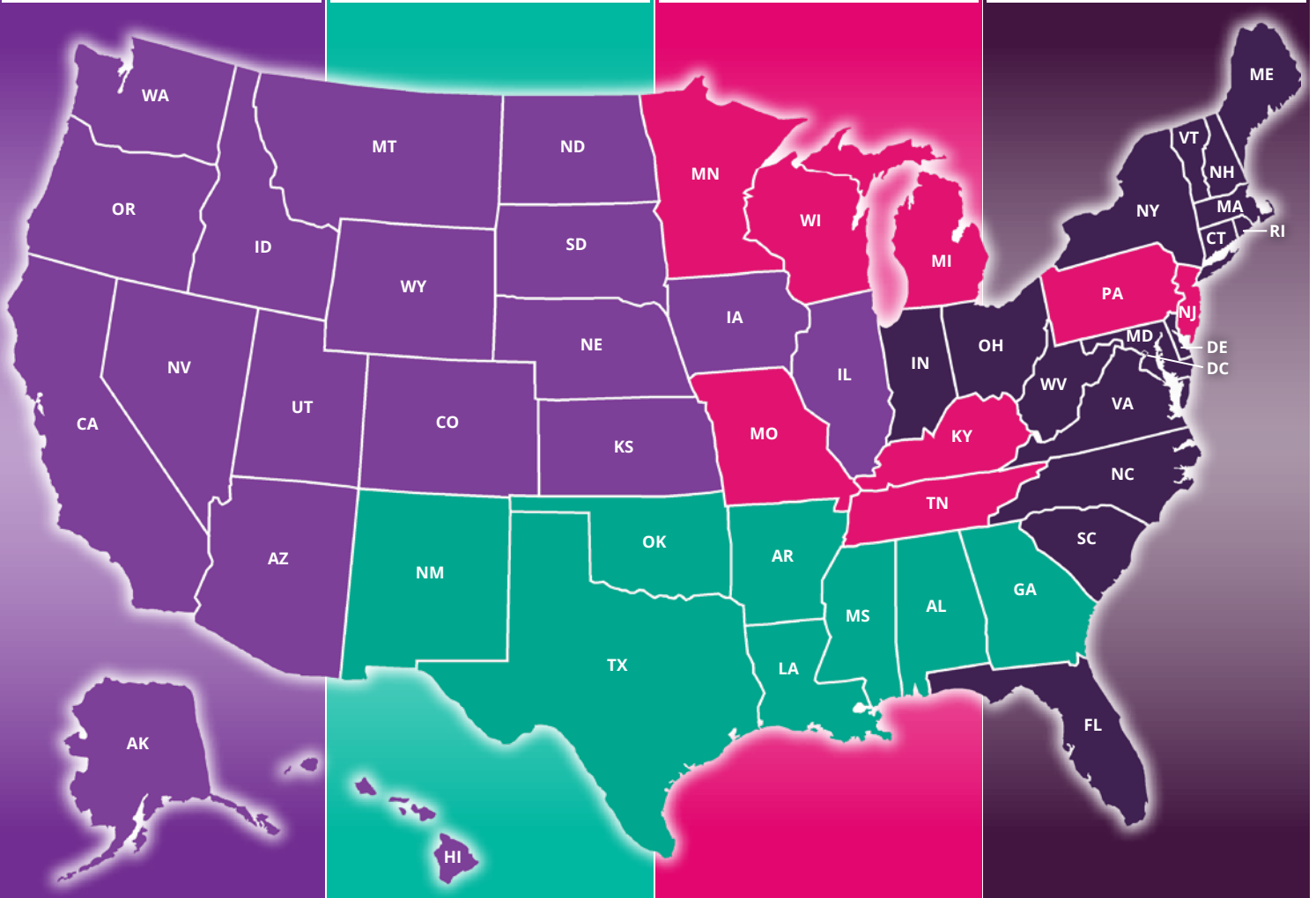


**George Pelekanos**  
Regional Vice President

## EAST



**Jeff Nasser**  
Regional Vice President



**Dan Memory**  
Regional Sales Manager



**Tonya Addison**  
Regional Sales Specialist



**Justine Sawyers**  
Regional Sales Manager



**Suzanne Guillebeau**  
Regional Sales Specialist



**Rick Huemmer**  
Regional Sales Manager



**Rose Faulkner**  
Regional Sales Specialist



**Paul Ericson**  
Regional Sales Manager



**Colleen Trayser**  
Regional Sales Specialist

## WEST

AK, AZ, CA,  
CO, HI, IA,  
ID, IL, KS,  
MT, ND, NE,  
NV, OR, SD,  
UT, WA, WY

Regional  
Vice President

Tony Clark

Tony.Clark@aetna.com  
804-381-1068

Regional  
Sales Manager

Dan Memory

MemoryD@aetna.com  
224-813-2260

Regional  
Sales Specialist

Tonya Addison

AddisonT@aetna.com  
959-299-4659

## SOUTH

AL, AR,  
GA, LA,  
MS, NM,  
OK, TX

Regional  
Vice President

Kevin Moore

MooreK7@aetna.com  
615-927-1089

Regional  
Sales Manager

Justine Sawyers

SawyersJ@aetna.com  
214-789-4284

Regional  
Sales Specialist

Suzanne Guillebeau

GuillebeauS@aetna.com  
959-299-4655

## MIDWEST

KY, MI,  
MN, MO,  
NJ, PA,  
TN, WI

Regional  
Vice President

George Pelekanos

George.Pelekanos@aetna.com  
615-785-2599

Regional  
Sales Manager

Rick Huemmer

HuemmerR@aetna.com  
615-917-2873

Regional  
Sales Specialist

Rose Faulkner

Rose.Faulkner@aetna.com  
615-807-7515

## EAST

CT, DC, DE,  
FL, IN, MA,  
MD, ME, NC,  
NH, NY, OH,  
RI, SC, VA,  
VT, WV

Regional  
Vice President

Jeff Nasser

NasserJ@aetna.com  
317-910-2830

Regional  
Sales Manager

Paul Ericson

EricsonP@aetna.com  
615-202-9731

Regional  
Sales Specialist

Colleen Trayser

TrayserC2@aetna.com  
615-807-7517

## Agent services team

866-272-6630

Aetna Health and Life Insurance Company  
Aetna Health Insurance Company  
American Continental Insurance Company  
Continental Life Insurance Company of Brentwood, Tennessee

Accendo Insurance Company

Part of the CVS Health® family of companies and Aetna affiliate  
Policy administered by Aetna Life Insurance Company and its affiliates

For product availability, go to [aetnaseniorproducts.com](http://aetnaseniorproducts.com)