



Aetna Simplified Claims Experience™

Aetna Accident, and Critical Illness and Hospital Indemnity Plans

Filing claims for supplemental health benefits couldn't be easier

Get cash benefits fast

You can get cash benefits when you or a covered family member have an accident, a diagnosis of a serious illness or a hospital stay.

It's easy to submit claims online

1. Download the **My Aetna Supplemental** app or visit [MyAetnaSupplemental.com](https://www.aetna.com/MyAetnaSupplemental.com). Or you can scan this QR code.



2. Register with your Member ID or Social Security number. Use your personal email address so you continue to receive valuable claim reminders even if you leave your company.

Here's how to file a claim



You or your covered family member have a covered event.



Log on to the app or member portal and click on **"Report New Claim."** Answer a few quick questions.



Upload or take a picture of your medical documentation when prompted. We use the information to process your claim.*



If we approve your claim, we send your benefit by check or direct deposit.

Get cash benefits for taking care of your health

Your critical illness plan pays **\$100**, and your hospital indemnity plan pays **\$50** once a year per member for a covered preventive health screening. You could receive up to **\$150** per member if you have both plans. See your plan summary portal for a complete list of covered tests.

Other ways to file claims

Find claim forms at the bottom of the member portal login page. Or call Aetna Member Services and we'll send you one. Mail paper claim forms to Aetna Voluntary Plans, PO Box 14079, Lexington, KY 40512-4079 or fax to **1-859-455-8650**.

Have questions? Need help?

View your plan summary on the member portal. Or call Aetna Member Services Monday through Friday, 8 AM to 6 PM at **1-800-800-8121 (TTY: 711)**.

*Accepted documents include an itemized bill or Uniform Medical Billing Form 2004 (UB04). An Explanation of Benefits (EOB) is not an accepted document. Sometimes you may need to provide documentation if the benefit doesn't create a medical claim, or we need more details to process your claim.

