

# Aetna Voluntary Key Contacts

## Desoto Independent School District / 6500772

Title / Role	Types of Inquiries Handled	Name	Email Address	Phone Number
Account Manager	<ul style="list-style-type: none"><li>* Overall Account Relationship</li><li>* Reporting</li><li>* Financial &amp; Strategic Discussions</li><li>* Renewal Activity</li><li>* Growth &amp; Retention</li><li>* Global Issues Status of Claim(s)</li><li>* Benefit Questions</li><li>* Claim Appeal Status Questions</li><li>* Member/Employee Inquiries</li><li>* Member Level inquiries brought to Employer that have not been resolved via Customer Service</li><li>* Claim Exception Requests</li></ul>	Josh Ternent	<a href="mailto:ternentj@aetna.com">ternentj@aetna.com</a>	959-299-8654
Data Analyst	<ul style="list-style-type: none"><li>* Initial File Feed Set-Up</li><li>* Initial File Feed Inquiries</li></ul>	Nicole Mitchell	<a href="mailto:mitchellN1@aetna.com">mitchellN1@aetna.com</a>	email
Billing Consultant	<ul style="list-style-type: none"><li>* Billing Inquiries</li><li>* Billing / Eligibility Discrepancies</li></ul>	James Young	<a href="mailto:youngj13@aetna.com">youngj13@aetna.com</a>	email
Aetna Voluntary Member Services Number	<ul style="list-style-type: none"><li>* Individual Employee Inquiries</li><li>* Status of Claims / Benefit Questions</li><li>* Other Member Services</li></ul>	800-607-3366 <b>AV</b> 888-772-9682 <b>FIP</b>		
Aetna Voluntary Member Portal	www.myaetnasupplemental.com			
Aetna Voluntary Claims Address	Aetna Voluntary Plans P.O. Box 14079			