

Aetna Simplified Claims Experience™

Aetna 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 a serious illness diagnosis 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.

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**.

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.

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 **1-800-607-3366 (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.

Aetna Federal ACA 1557 Non- Discrimination Notice

Discrimination is Against the Law

Aetna Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with 45 CFR § 92.101(a)(2)). Aetna Inc. does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. Aetna Inc.:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call **1-800-872-3862 (TTY: 711)**.

If you believe that Aetna Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator

Attn: 1557 Coordinator , CVS Pharmacy, Inc., 1 CVS Drive, MC 2332, Woonsocket, RI 02895

Phone: **1-800-648-7817, TTY: 711** | Email: CRCoordinator@aetna.com

You can file a grievance in person, by mail, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. This notice is available at Aetna Inc.'s website: <https://www.aetna.com/>

TTY: 711

To access language services at no cost to you, call 1-888-772-9682.

Para acceder a los servicios de idiomas sin costo, llame al 1-888-772-9682. (Spanish)

如欲使用免費語言服務，請致電 1-888-772-9682。 (Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1-888-772-9682. (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-888-772-9682. (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-888-772-9682 an. (German)

للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1-888-772-9682. (Arabic)

Pou jwenn sèvis lang gratis, rele 1-888-772-9682. (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-888-772-9682. (Italian)

言語サービスを無料でご利用いただくには、1-888-772-9682 までお電話ください。 (Japanese)

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برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-888-772-9682 تماس بگیرید. (Persian-Farsi)

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-888-772-9682. (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-888-772-9682. (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-888-772-9682. (Russian)

Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-888-772-9682. (Vietnamese)
