

# HOW TO DO BUSINESS GUIDE AETNA MEDICARE SUPPLEMENT AND ANCILLARY PRODUCTS



## **For Medicare Supplement/Ancillary/Whole Life products:**

Agent use only: 866-272-6630

Policyholder use only: 800-264-4000

## **To Submit New Business:**

Phone: 866-272-6630 option 3

Fax: 877-380-2777 (only for applications using EFT)

Email: [aetSSINNewBusiness@aetna.com](mailto:aetSSINNewBusiness@aetna.com)

## **Mail new apps paying by check:**

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 Dr

Richmond, KY. 40475

## **To Check Business:**

1. Go to the Aetna Senior Products website:

<https://www.aetnaseniorproducts.com/ssi/secure/agentSecure/myCompass.html>

2. Enter log in information

3. Hover over "My Business" at the top of the page to bring up the drop-down menu

4. Under "My Policies" select "Policy Summary"

5. You will then be able to filter through policies by status, policy activity, or policy search

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## **To Check Commissions:**

1. Go to the Aetna Senior Products website:  
<https://www.aetnaseniorproducts.com/ssi/secure/agentSecure/myCompass.html>
2. Enter log in information
3. Hover over “My Business” at the top of the page to bring up the drop-down menu
4. Go to the first column “About Me” and select “My Commissions-Summary”
5. Enter Statement Date and click GO

## **To Order Aetna’s Materials:**

1. Once logged on, scroll down to “My Tools” and click on order supplies and download forms
2. Click on the orange rectangle that says: “Order supplies & download forms” to be redirected to their supply website

## **Additional Information:**

E-App: Online Application through website, done in person or over phone, voice/electronic/wet signatures available. Can be done on iPad or tablet. No Tele-App.

**For questions please call Senior Marketing Specialists at 800-689-2800**