

HOW TO DO BUSINESS GUIDE AETNA MEDICARE SUPPLEMENT AND ANCILLARY PRODUCTS



Medicare Supplement/Ancillary/Whole Life products:

Agent Support: 866-272-6630

Email: AetSSINewBusiness@aetna.com (Note: We do not accept applications via email)

Policyholder Services: 866-272-6630 (TTY/TDD: 711)

To Submit New Business:

e-App: Available in your agent portal.

To launch eApp, click on the “Aetna Quote & Enroll” link on the “My Tools” page.

- In- person, Security Question, and Email Signature options are available.
- Can be done on desktops, laptops, tablets, and mobile devices.

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

Mail: (New applications using check)

Aetna Senior Supplemental
Insurance

P.O. Box 14399

Lexington, KY 40512-9700

If sending by courier:

Conduent

Attention: Aetna Senior
Supplemental Insurance

699 S. Keeneland Dr.

Richmond, KY 40475

To Log into Aetna’s Agent portal:

1. Go to: [here](#)
2. If you have not created an account, click “Register Now.”
3. Follow the instructions and fill out all the necessary fields.
4. Once you are done, you may have to log in with your new username and password.

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To Check Business:

1. Log into your agent portal.
2. Hover over “My Business” across the top bar.
3. Under “My Policies,” select “Policy Summary”
4. You will be able to filter through policies by status, policy activity, or policy search.

To Check Commissions:

1. Log into your agent portal.
2. Hover over “My Business” across the top bar.
3. Under “About Me,” select “My Commissions Dashboard.”
4. Select “My Commissions-Summary”
5. Enter statement date and click “Go.”

To Order Aetna’s Materials:

1. Once logged into your agent portal, scroll down to “My Tools” and select “Order Supplies and Download Forms.”
2. Click on the Orange “Order Supplies/Download Forms”
3. This will redirect you to Aetna’s supply page.

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