

Agent Contracting

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630
Fax (Trailing Documents): (855) 571-3847
Fax (New Agent Documents): (866) 618-4993
(change requests/additional documentation)
Email: aetssiinformation@aetna.com

Aetna Senior Supplemental Insurance
c/o Contracting
1021 Reams Fleming Blvd
Franklin, TN 37064

- State appointments
- LIMRA certifications
- Name changes
- Address/email changes
- Commission advance requests

Commissions

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630
Fax: (855) 816-4835
Email:** AetSSICommissions@aetna.com
Debt management:
aetssidebtmanagement@aetna.com
Assignment of compensation:
aetssicommassignments@aetna.com

- Commission questions
- Commission statements
- EFT requests for commissions
- 1099 forms

Aetna Senior Supplemental Insurance
c/o Commissions
1021 Reams Fleming Blvd
Franklin, TN 37064

Agent Services (Sales)

Hours:
M-F 8:00 AM-5:00 PM CT

Phone: (866) 272-6630
Fax: (855) 690-0893
Email:** AetSSIinformation@aetna.com
Aetna Senior Supplemental Insurance
c/o Agent Services
1021 Reams Fleming Blvd
Franklin, TN 37064

- Sales supplies
- Rates
- Product training
- Webinar reservations
- Commission advancing requests
- Aetna Quote & Enroll/E-App support
- Contracting documents
- Commission schedules

Agent Website Technical Support

Hours:
M-F 8:00 AM-5:00 PM CT

www.AetnaSeniorProducts.com
(Website available 24 hours)
For technical assistance
(including registering your username and password):
Phone: (800) 587-5139
Email:** AetSSIWebAssist@aetna.com

- Online registration
- Password resets
- Login assistance

Claims

Hours:
M-F 7:00 AM-5:00 PM CT

Medicare Supplement
Phone (Agent): (866) 272-6630
Phone (Policyholders): (800) 264-4000
Fax: (855) 482-7876
Email:**
ClaimsMemberInquiries@aetna.com
(insert name of underwriting company)
P.O. Box 14770
Lexington, KY 40512-4770

Final Expense

ACC/CLI Protection Series

Phone: (800) 416-8377
M-Th 8:00 AM-5:00 PM CT
F 8:00 AM-2:30 PM CT
Fax: (855) 656-2046
Email:** Aetna-CustService@life-insurers.com
Accendo Insurance Company
P.O. Box 323
Brownwood, TX 76804

ACI/CLI

Phone (Agent): (866) 272-6630
Phone (Policyholders): (800) 264-4000
Fax: (855) 829-4026
Email:** AetSSILIFE-Claims@aetna.com
ACI/CLI Final Expense
P.O. Box 680579
Franklin, TN 37068-9923

*All products underwritten by American Continental Insurance Company (ACI), Continental Life Insurance Company of Brentwood, Tennessee (CLI), both Aetna companies. Medicare Supplement underwritten by Aetna Health Insurance Company (AHIC), Aetna Health and Life Insurance Company (AHLIC), both Aetna companies, and Accendo Insurance Company (ACC), Part of the CVS Health® family of companies and Aetna affiliate.

**Do not use email to send applicant or policyholder information unless it is encrypted. It is possible that your e-mail communication may be accessed or viewed inappropriately by another Internet user while in transit to us. You can send information securely via [AetnaSeniorProducts.com](http://www.AetnaSeniorProducts.com).

New Business Support

Hours:
M-F 7:30 AM-5:00 PM CT

Make all checks payable to the appropriate underwriting company

Medicare Supplement

Phone (Agent): (866) 272-6630
Phone (Policyholders): (800) 264-4000
Fax: (877) 380-2777
Email:** AetSSINewBusiness@aetna.com
(Note: We do not accept applications via email)

Mail new apps paying by check to:

Aetna Senior Supplemental Insurance
P.O. Box 14399
Lexington, KY 40512-9700

If sending by courier:

Conduent
Attn: Aetna Senior Supplemental Insurance
2432 Fortune Drive
Lexington, KY 40509

Final Expense

Phone (Agent): (866) 272-6630
Phone (Policyholders): (800) 264-4000
Email:** AetSSINewBusiness@aetna.com
(Note: We do not accept applications via email)

Mail check and Final Expense payment form to:
(do not include the application)

Aetna Senior Supplemental Insurance
P.O. Box 14399
Lexington, KY 40512-9700

If sending by courier:

Conduent Attention:
Attn: Aetna Senior Supplemental Insurance
2432 Fortune Drive
Lexington, KY 40509

Underwriting

Hours:
M-F 8:00 AM-5:00 PM CT

Medicare Supplement

Phone (Agent): (866) 272-6630
Phone (Policyholders): (800) 264-4000
Fax: (855) 411-9633
Email:** AetSSIUunderwriting@aetna.com

Available to answer questions about health conditions or decline information only. For the status of pending applications, contact New Business Support.

Final Expense

Phone (Agent): (866) 272-6630
Phone (Policyholders): (800) 264-4000
Fax: (877) 302-3304
Email:** AetSSIUunderwriting@aetna.com

Case Management

Hours:
M-F 7:30 AM-5:00 PM CT

Medicare Supplement

Fax: (855) 447-0391

Fax only documents that a case manager specifically requests

Final Expense

Fax: (855) 447-0391

Policyholder Services

Hours:
M-F 7:00 AM-7:00 PM CT

Medicare Supplement

Phone (Agents): (866) 272-6630
(TTY/TDD: 711)
Phone (Policyholders): (800) 264-4000
Fax: (855) 291-0553
Email:** AetSSIPHS@aetna.com

Send list bill payments to:

P.O. Box 3100
Frisco, TX 75034

Final Expense

ACC/CLI Protection Series

Phone: (800) 416-8377
M-TH 8 AM-5 PM CT
F - 8 AM-2:30 PM CT
Fax: (855) 656-2046
Email:** Aetna-CustService@life-insurers.com

ACI/CLI

Phone (Agent): (866) 272-6630 (TTY/TDD: 711)
Phone (Policyholders): (800) 264-4000
Fax: (855) 291-0553
Email:** AetSSIPHS@aetna.com

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

Mailing address for RENEWAL PREMIUMS ONLY

ACI

c/o Bank of America Lockbox Services
P.O. Box 281067
Atlanta, GA 30384-1067

CLI

For policies processed after 6/2010
c/o Bank of America Lockbox Services
P.O. Box 742179
Atlanta, GA 30374-2179

ACI

Accendo Insurance Company
P.O. Box 936852
Atlanta, GA 31193-6852

CLI

c/o Bank of America Lockbox Services
P.O. Box 281067
Atlanta, GA 30384-1067

AHLIC

Aetna Health and Life Insurance Company
P.O. Box 742448
Atlanta, GA 30374-2104

GLAIC/GLIC

Medicare Supplement Premiums
P.O. Box 741803
Atlanta, GA 30374-1803

CLI

Continental Life Insurance Company of Brentwood, Tennessee
P.O. Box 742179
Atlanta, GA 30374-2179

CLI Protection Series

Continental Life Insurance Company of Brentwood, Tennessee
P.O. Box 936846
Atlanta, GA 31193-6846

ACC/AHIC All other policyholder correspondence

Aetna Senior Supplemental Insurance
P.O. Box 14770
Lexington, KY 40512-4770

ACI/CLI All other policyholder correspondence

Aetna Senior Supplemental Insurance
P.O. Box 14770
Lexington, KY 40512-4770

Dental, Vision and Hearing

Phone (Agents): (866) 272-6630
Phone (Policyholder): (800) 264-4000

Policyholder services

Hours:
M-F 7:00 AM-7:00 PM CT

Claims

Hours:
M-F 7:00 AM-5:00 PM CT

Phone (Agents): (866) 272-6630
Phone (Policyholders): (800) 264-4000
Fax: (972) 335-1349

Email:** AetnaClaims@careington.com
Address: P.O. Box 21681
Eagan, MN 55121

All other CLI complementary products

New Business

Hours:
M-F 7:30 AM-5:00 PM CT

Make all checks payable to the appropriate underwriting company

Phone (Agents): (866) 272-6630
Phone (Policyholder): (800) 264-4000
Fax: (877) 380-2777
Email:** AetSSINewBusiness@aetna.com
(Note: We do not accept applications via email)

Mail check to:
Aetna Senior Supplemental Insurance
P.O. Box 14399
Lexington, KY 40512-9700

If sending by courier:

Conduent
Attention: Aetna Senior Supplemental Insurance
2432 Fortune Drive
Lexington, KY 40509

Underwriting

Hours:
M-F 8:00 AM-5:00 PM CT

Phone (Agents): (866) 272-6630
Phone (Policyholder): (800) 264-4000
Fax: (855) 411-9633
Email:** AetSSIUunderwriting@aetna.com

Available to answer questions about **health conditions or decline information only**. For the status of pending applications, contact New Business Support.

Case Management

Hours:
M-F 7:00 AM-5:00 PM CT

Fax: (855) 447-0391

When requested, fax outstanding documents needed for policy issue.

Policyholder Services

Hours:
M-F 7:00 AM-7:00 PM CT

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

Phone (Agents): (866) 272-6630
(TTY/TDD:711)
Phone (Policyholder): (800) 264-4000

Fax: (855) 829-4026
Email:** AetSSIPHS@aetna.com

Cancer Plus policies
processed after 6/16/2013

All other
complementary policies
processed after 10/27/13

For all policies processed
prior to these dates:

Mailing address for **RENEWAL PREMIUMS ONLY:**

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 742179
Atlanta, GA 30374-2179

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 742179
Atlanta, GA 30374-2179

Continental Life Insurance Company of Brentwood, Tennessee

P.O. Box 791369
Baltimore, MD 21279-1369

Send all other policyholder correspondence to:

Continental Life Insurance Company of Brentwood, Tennessee
P.O. Box 14862
Lexington, KY 40512

Claims

Hours:
M-F 7:00 AM-5:00 PM CT

Phone (Agents): (866) 272-6630
Phone (Policyholder): (800) 264-4000
Fax: (855) 829-4026
Email:** AetSSICOMP-Claims@aetna.com

Aetna Senior Supplemental Insurance
P.O. Box 14862
Lexington, KY 40512

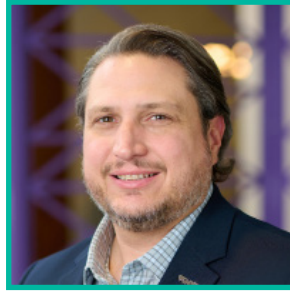
Aetna Senior Supplemental Insurance Sales management team

WEST



Tony Clark
Regional Vice President

SOUTH

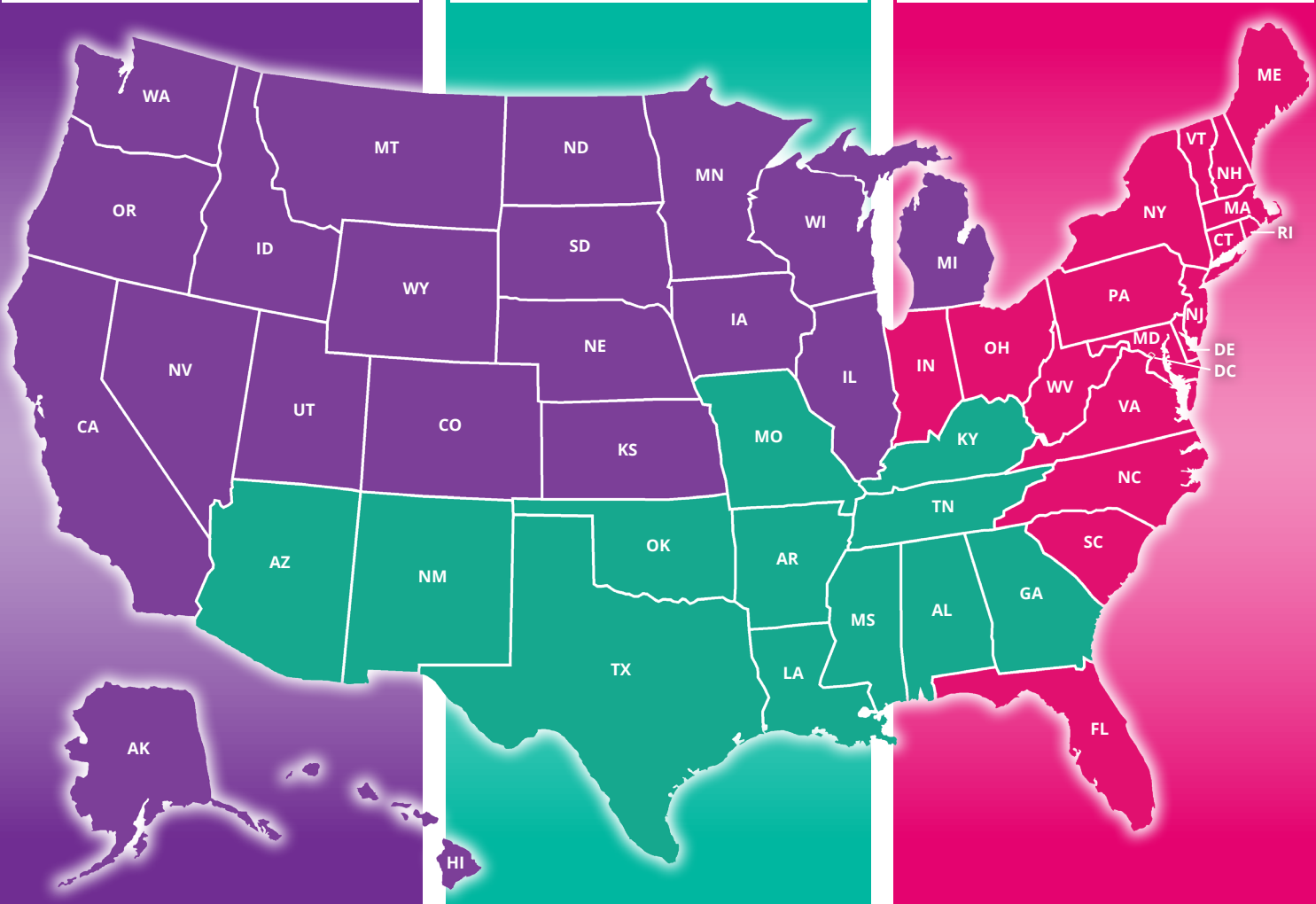


Kevin Moore
Regional Vice President

EAST



Jeff Nasser
Regional Vice President



Dan Memory
Regional Sales Manager



Tonya Addison
Regional Sales Specialist



Justine Sawyers
Regional Sales Manager



Suzanne Guillebeau
Regional Sales Specialist



Ryan Mulligan
Regional Sales Manager



Colleen Trayser
Regional Sales Specialist

Jennifer Henson

Executive Director,
Sales

HensonJ1@aetna.com

615-504-1833



WEST

AK, CA, CO,
HI, IA, ID,
IL, KS, MI,
MN, MT,
ND, NE, NV,
OR, SD, UT,
WA, WI, WY

Regional
Vice President

Tony Clark

Tony.Clark@aetna.com
804-381-1068

Regional
Sales Manager

Dan Memory

MemoryD@aetna.com
224-813-2260

Regional
Sales Specialist

Tonya Addison

AddisonT@aetna.com
615-513-0439

SOUTH

AL, AR,
AZ, GA,
KY, LA,
MO, MS,
NM, OK,
TN, TX

Regional
Vice President

Kevin Moore

MooreK7@aetna.com
615-927-1089

Regional
Sales Manager

Justine Sawyers

SawyersJ@aetna.com
214-789-4284

Regional
Sales Specialist

Suzanne Guillebeau

GuillebeauS@aetna.com
959-299-4655

EAST

CT, DC, DE,
FL, IN, MA,
MD, ME,
NC, NH, NJ,
NY, OH, PA,
RI, SC, VA,
VT, WV

Regional
Vice President

Jeff Nasser

NasserJ@aetna.com
317-910-2830

Regional
Sales Manager

Ryan Mulligan

MulliganR@aetna.com
407-713-4588

Regional
Sales Specialist

Colleen Trayser

TrayserC2@aetna.com
615-807-7517

Agent services team

866-272-6630

Aetna Health and Life Insurance Company

Aetna Health Insurance Company

American Continental Insurance Company

Continental Life Insurance Company of Brentwood, Tennessee

Accendo Insurance Company

Part of the CVS Health® family of companies and Aetna affiliate

Policy administered by Aetna Life Insurance Company and its affiliates

For product availability, go to [AetnaSeniorProducts.com](https://www.aetna.com/seniorproducts)