



Aetna Simplified Claims Experience™

Aetna Accident, and 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 has an accident, a diagnosis of a serious illness or a hospital stay.

Here's how to file a claim



You or your covered family member have a covered event.

It's easy to submit claims online

1. Download the **My Aetna Supplemental** app or visit [MyAetnaSupplemental.com](https://www.MyAetnaSupplemental.com). Or you can scan this QR code.



Log on to the app or member portal and click on **"Report New Claim."** Answer a few quick questions.



We use your Aetna medical records to process your claim.*

2. If you're an Aetna® medical member, you can access the site using single sign-on from [Aetna.com](https://www.Aetna.com). 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.



If your claim is approved, we send your benefit by check or direct deposit.

Get cash benefits for taking care of your health

Your critical illness plan **pays you \$75** once per member, per plan year for a covered preventive health screening. See your plan summary for a complete list of covered tests.

Other ways to file claims

Find claim forms at the bottom of the member portal log in 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**.

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)**.

*If you're not an Aetna medical member, simply upload your medical documentation. 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.



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](tel:1-800-872-3862) (TTY: [711](tel:711)) or the number on the back of your ID card.

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](tel:1-800-648-7817), TTY: [711](tel:711)

Email: CRCCoordinator@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/>

English	To access language services at no cost to you, call .
Amharic	እርስዎ ወጪ ሳያወጡ የቋንቋ አገልግሎቶችን ለመድረስ ወደ ይደውሉ።
Arabic	للحصول على خدمات اللغة مجاناً، اتصل على .
Armenian	Անվճար լեզվական ծառայություններից օգտվելու համար զանգահարեք հեռախոսահամարով:
Carolinian (Kapasal Falawasch)	ngere aukke ghut alillis reel kapasal Falawasch au fafaingi tilifon ye .
Chamorro	Para un hago' i setbision lengguåhi ni dibåtde para hågu, ågang .
Chinese Traditional	如欲使用免費語言服務，請致電 .
Cushitic-Oromo	Tajaajila afaanii bilisaan argachuuf, irratti bilbilaa.
French	Afin d'accéder aux services langagiers sans frais, composez le .
French Creole (Haitian)	Pou w jwenn aksè ak sèvis lang gratis pou ou, rele .
German	Um kostenlos auf Sprachdienste zuzugreifen, rufen Sie an.
Greek	Για να επικοινωνήσετε χωρίς χρέωση με το κέντρο υποστήριξης πελατών στη γλώσσα σας, τηλεφωνήστε στον αριθμό .
Gujarati	તમારે કોઈ તના ખર્ચ વના ભાષાની સેવાઓની પહચ માટે, કોલ કરો .
Hindi	आपके लए बना कसी कमत के भाषा सेवाआ का उपयोग करने के लए, पर कॉल करे।
Hmong	Xav tau kev pab txhais lus tsis muaj nqi them rau koj, hu .
Italian	Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero .
Japanese	無料の言語サービスをご利用いただくには、にお電話ください。
Karen	လၢကမၤန့ၣ် ကျီတၢ်မၤစၢၤတၢ်မၤ လၢတလိၣ်လၢတၢ်ညၢၣ်လၢတၢ်စ့ၤ လၢနီၢ်အဂီၢ်, .
Korean	무료로 언어 서비스를 이용하려면 번으로 전화하세요
Laotian	ເພື່ອເຂົ້າເຖິງການບໍລິການພາສາໂດຍບເສຍຄ່າໃຊ້ຈ່າຍໃດໆແກ່ທ່ານ, ໃຫ້ໂທຫາ .
Mon-Khmer, Cambodian	ដើម្បីទទួលបានសេវាផ្លូវភាសាដោយមិនគិតថ្លៃពីអ្នកសូមទូរសព្ទទេសខ ។
Navajo	T'áá ni nizaad k'ehjí bee níká a'doowoł doo bááh ílínígóó koji' hólne' .
Pennsylvanian-Dutch	Um Schprooch Services zu griege mitaus Koscht, ruff .
Persian-Farsi	برای دسترسی به خدمات زبان به طور رایگان، با شماره تماس بگیرید.
Polish	Aby uzyskać bezpłatny dostęp do usług językowych, zadzwoń pod numer .
Portuguese	Ligue para para receber assistência linguística gratuita.
Punjabi	ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਵਾਲੀਆਂ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਲਈ, 'ਤੇ ਫ਼ੋਨ ਕਰੋ।
Russian	Чтобы получить бесплатные языковые услуги, позвоните по номеру .
Samoan	Mo le mauaina o auaunaga tau gagana e aunoa ma se totogi, vala'au le .
Serbo-Croatian	Za besplatne prevodilačke usluge pozovite .
Spanish	Para acceder a los servicios de idiomas sin costo, llame al .
Syriac-Assyrian	ܒܝܠܝܬܐ ܕܝܠܥܐܕܐ ܕܝܠܥܐܕܐ ܕܝܠܥܐܕܐ ܕܝܠܥܐܕܐ ܕܝܠܥܐܕܐ .
Tagalog	Upang ma-access ang mga serbisyo sa wika nang wala kang babayaran, tumawag sa .
Thai	หากท่านต้องการเข้าถึงการบริการทางด้านภาษาโดยไม่มีค่าใช้จ่าย โปรดโทร .
Ukrainian	Щоб отримати безкоштовний доступ до мовних послуг, задзвоніть за номером .
Vietnamese	Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số .