

## Medicare Supplement

**New Business**

Hours:  
M-F 8:00 AM-8:00 PM CST

*Make all checks payable to the appropriate underwriting company*

**Phone:** (800) 264.4000 option 3, 2  
**Fax:** (877) 380.2777 (only for applications using EFT)  
**Email:** AetSSINewBusiness@aetna.com

**Mail new apps paying by check to:**  
Aetna Senior Supplemental Insurance  
P.O. Box 14399  
Lexington, KY 40512-9700

**If sending by courier:**  
Xerox  
Attention: Aetna Senior Supplemental Insurance  
101 Yorkshire Blvd  
Lexington, KY 40509

**E-App ONLY****Voice signature only (automated line):**

**Phone:** 877 806.9519  
Hours: 24 hours/day, 7 days/week

**Point-of-sale and voice signature w/Telephone Interview:**

**Phone:** 800 264.4000 option 3, 3, 1  
Hours: M - F, 8:00 AM - 8:00 PM CST

**Underwriting**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 4  
**Fax:** (855) 411.9633  
**Email:** AetSSIUnderwriting@aetna.com

**Case Management**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Fax:** (855) 447.0391  
Fax only documents that a case manager specifically requests

**Telephone Interview**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 3 (agents at point of sale)  
**Phone:** (855) 221.8353 (applicants)

**Policyholder Services**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 7 (agents)  
**Phone:** (800) 264.4000 option 1 (policyholders)  
(TTY/TDD: 711)  
**Fax:** (855) 291.0553  
**Email:** AetSSIPHS@aetna.com

Mailing Address for **RENEWAL PREMIUMS ONLY**

*Make check payable to the appropriate underwriting company*

*Reference policyholder name and policy number on all checks and correspondence*

**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

**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

**All other policyholder correspondence**

Aetna Senior Supplemental Insurance  
P.O. Box 1188  
Brentwood, TN 37024-9486

**Claims**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 8 (agents)  
**Phone:** (800) 264.4000 option 1, 3 (policyholders)  
**Fax:** (855) 875.0515  
**Email:** AetSSICOMP-Claims@aetna.com

(insert name of underwriting company)  
P.O. Box 5008  
Brentwood, TN 37024

**Final Expense**

**New Business**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (877) 538.2759 option 2  
**Fax ALL applications (EFT and Direct Bill):** (877) 302.3304  
**Email:** AetSSIFinalExpense@aetna.com

*Make all checks payable to  
the appropriate underwriting  
company*

**Mail check and Final Expense payment form (do not include the application) to:**  
Aetna Senior Supplemental Insurance  
P.O. Box 14399  
Lexington, KY 40512-9700

**If sending by courier:**  
Xerox  
Attention: Aetna Senior Supplemental Insurance  
101 Yorkshire Blvd  
Lexington, KY 40509

**Underwriting/Case Management**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (877) 538.2759 option 2  
**Fax:** (877) 302.3304  
Fax only documents that a case manager specifically requests

**Telephone Interview  
(Jet Pre-Approval)**

Hours:  
M-F 7:00 AM-9:00 PM CST  
Sat: 9:00 AM-3:00 PM CST

**Phone:** (877) 538.2759 option 1 (point of sale only)

**Policyholder Services**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 7 (agents)  
**Phone:** (800) 264.4000 option 1 (policyholders)  
(TTY/TDD: 711)  
**Fax:** (855) 291.0553  
**Email:** AetSSIPHS@aetna.com

*Make check payable to the  
appropriate  
underwriting company*

Mailing Address for **RENEWAL PREMIUMS ONLY**

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

*Reference policyholder name  
and policy number on all  
checks and correspondence*

**All other policyholder correspondence (address to appropriate underwriting company):**  
P.O. Box 1188  
Brentwood, TN 37024-9486

**Claims**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 8 (agents)  
**Phone:** (800) 264.4000 option 1, 3 (policyholders)  
**Fax:** (855) 875.0515  
**Email:** AetSSICOMP-Claims@aetna.com

ACI/CLI Final Expense  
P.O. Box 8  
Brentwood, TN 37024

**Aetna Senior Supplemental Insurance  
Home Office Directory**



**CLI Complementary Products**

**New Business**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 2  
**Fax (only applications using EFT):** (877) 380.2777  
**Email:** AetSSINewBusiness@aetna.com

*Make all checks payable to  
the appropriate  
underwriting company*

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

**If sending by courier:**  
Xerox  
Attention: Aetna Senior Supplemental Insurance  
101 Yorkshire Blvd  
Lexington, KY 40509

**Underwriting**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 4  
**Fax:** (855) 411.9633  
**Email:** AetSSIUnderwriting@aetna.com

**Case Management**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Fax:** (855) 447-0391  
When requested, fax outstanding documents needed for policy issue

**Telephone Interview**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 3 (point of sale only)

**Policyholder Services**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 7 (agents)  
**Phone:** (800) 264.4000 option 1 (policyholders)  
(TTY/TDD: 711)  
**Fax:** (855) 291.0553  
**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:**

*Make check payable to the  
appropriate  
underwriting company*

**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

*Reference policyholder name  
and policy number on all  
checks and correspondence*

*Send all other **policyholder correspondence** to:*  
Continental Life Insurance Company of Brentwood, Tennessee  
P.O. Box 1188  
Brentwood, TN 37024-9486

**Claims**

Hours:  
M-F 8:00 AM-8:00 PM CST

**Phone:** (800) 264.4000 option 3, 8 (agents)  
**Phone:** (800) 264.4000 option 1, 3 (policyholders)  
**Fax:** (855) 875.0515  
**Email:** AetSSICOMP-Claims@aetna.com

CLI Complementary Health Products  
P.O. Box 8  
Brentwood, TN 37024

## Aetna Senior Supplemental Insurance Home Office Directory



<b>Agent Contracting*</b> Hours: M-F 8:00 AM-5:00 PM CST	<b>Phone:</b> (800) 264.4000 option 3, 5 <b>Fax:</b> (866) 618.4993 (new agent appointments) <b>Fax:</b> (855) 571.3847 (change requests/additional documentation) <b>Email:</b> AetSSIcontracting@aetna.com  Aetna Senior Supplemental Insurance c/o Contracting 800 Crescent Centre Dr., Ste. 200 Franklin, TN 37067	<ul style="list-style-type: none"> <li>- State appointments</li> <li>- Copy of existing commission schedule (post contracting)</li> <li>- LIMRA certifications</li> <li>- EFT requests for commissions</li> <li>- Address/email changes</li> <li>*all contracts except PDP Referral Program</li> </ul>
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<b>Commissions</b> Hours: M-F 8:00 AM-5:00 PM CST	<b>Phone:</b> (800) 264.4000 option 3, 6 <b>Fax:</b> (855) 816.4835 <b>Email:</b> AetSSICommissions@aetna.com  Aetna Senior Supplemental Insurance c/o Commissions 800 Crescent Centre Dr., Ste. 200 Franklin, TN 37067	<ul style="list-style-type: none"> <li>- Commission questions</li> <li>- Commission statements</li> <li>- 1099 forms</li> </ul>
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<b>Agent Services (Sales)</b> Hours: M-F 8:00 AM-4:30 PM CST	<b>Phone:</b> (800) 264.4000 option 3, 1 <b>Fax:</b> (855) 690.0893 <b>Email:</b> AetSSIinformation@aetna.com  Aetna Senior Supplemental Insurance c/o Agent Services 800 Crescent Centre Dr., Ste. 200 Franklin, TN 37067	<ul style="list-style-type: none"> <li>- Contracting documents</li> <li>- Commission schedules</li> <li>- Sales supplies</li> <li>- Rates</li> <li>- Product training</li> <li>- Webinar reservations</li> <li>- Commission advancing requests</li> </ul>
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<b>Agent Website</b> Hours: M-F 8:00 AM-5:00 PM CST	<b>www.aetnaseniorproducts.com</b> <b>For technical assistance</b> (including registering your username and password): <b>Phone:</b> (800) 587.5139 <b>Email:</b> AetSSIWebAssist@aetna.com	<ul style="list-style-type: none"> <li>- Order supplies</li> <li>- Book of business reports</li> <li>- Commission statements</li> <li>- News bulletins/Rate adjustment notices</li> <li>- Agent tools</li> </ul>
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### Coventry Prescription Drug Plan (PDP) Referral Program

<b>Agent Services</b> Hours: M-F 8:00 AM-4:30PM CST	<b>Phone:</b> (800) 264.4000 option 3, 1	Information on how to participate: <ul style="list-style-type: none"> <li>- A Coventry PDP Referral agreement is required</li> <li>- No AHIP/MAPD/PDP certification required</li> </ul>
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<b>Coventry Broker Services</b> Hours: M-F 7:00 AM-5:00 PM CST	<b>Phone:</b> (866) 714.9301	<ul style="list-style-type: none"> <li>- Prescription Drug Plans questions</li> <li>- Compensation (referral fee payments)</li> </ul>
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<b>PDP Referral Line</b> <b>For Consumers ONLY</b> Hours: 8:00 AM-8:00 PM CST <i>all time zones, 7 days/week</i>	<b>Phone:</b> (855) 261.6724	<ul style="list-style-type: none"> <li>- Refer any eligible Medicare beneficiary interested in the Coventry PDP</li> <li>- PDP enrollment specialist will provide plan details , take PDP enrollment</li> <li>- Participating referring agent receives referral fee for qualifying PDP enrollments</li> </ul>
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<sup>1</sup>All products underwritten by American Continental Insurance Company (ACI), Continental Life Insurance Company of Brentwood, Tennessee (CLI), and Medicare Supplement underwritten by Aetna Health and Life Insurance Company (AHLIC), all Aetna companies.





# Senior Supplemental Insurance Sales Management Team

Northwest  
Regional  
Vice President



Tony Clark

Southwest  
Regional  
Vice President



Frank Bell

Midwest  
Regional  
Vice President



George Pelekanos

Southeast  
Regional  
Vice President

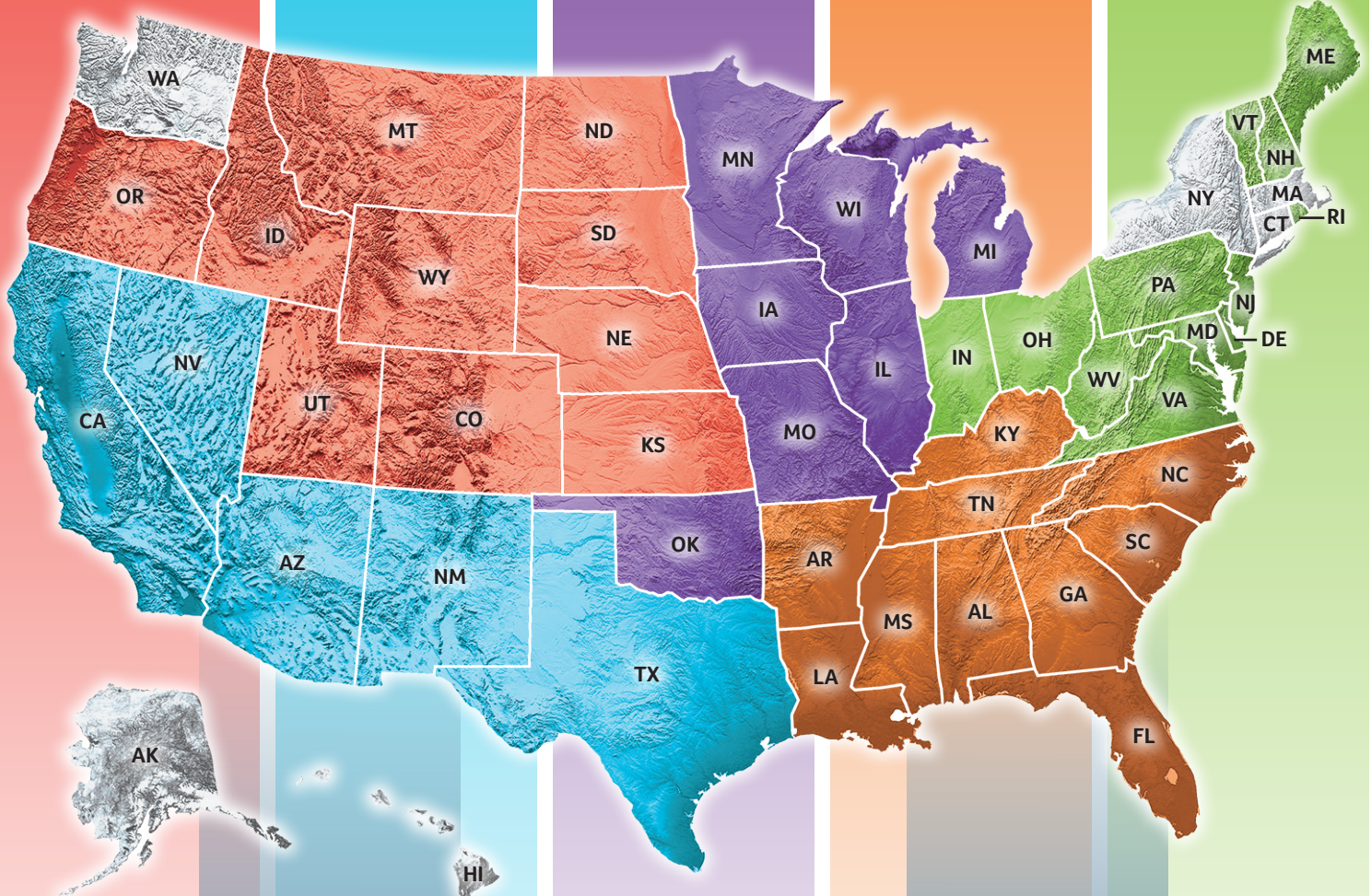


Johnny Matos

Northeast  
Regional  
Vice President



Greg Etchison



Regional  
Sales Manager



Michael Lavin

Regional  
Sales Manager



Vanessa Parker

Vice President  
of Medicare  
Sales & Service

**Steve Patton**

Steven.Patton@aetna.com  
615 796.3334

**NW**

Regional  
Vice President

**Tony Clark**

Tony.Clark@aetna.com  
804 381.1068

Sales  
Specialist

William Davis

William.Davis@aetna.com  
615 807.7514

**SW**

Regional  
Vice President

**Frank Bell**

Frank.Bell@aetna.com  
615 336.8327

Sales  
Specialist

Leah Morgan

MorganL5@aetna.com  
615 807.7516

**MW**

Regional  
Vice President

**George Pelekanos**

George.Pelekanos@aetna.com  
615 636.5470

Sales  
Specialist

Linda Williams

WilliamsLc3518@aetna.com  
615 807.7529

**SE**

Regional  
Vice President

**Johnny Matos**

MatosJA@aetna.com  
954 729.4000

Sales  
Specialist

Georgia Fletcher

Georgia.Fletcher@aetna.com  
615 807.7517

**NE**

Regional  
Vice President

**Greg Etchison**

Gregory.Etchison@aetna.com  
765 425.8840

Sales  
Specialist

Rose Faulkner

Rose.Faulkner@aetna.com  
615 807.7515

Regional  
Sales Manager

**Michael Lavin**

LavinM@aetna.com  
757 651.5220

Regional  
Sales Manager

**Vanessa Parker**

ParkerV2@aetna.com  
813 997.9634

**Agent Services  
Team**

800 264.4000 option 3,1  
Aetna Health and Life Insurance Company  
American Continental Insurance Company  
Continental Life Insurance Company of Brentwood, Tennessee

800 624.6290 option 3,1  
Aetna Life Insurance Company