

Aetna Senior Supplemental Insurance*

Home office directory - Medicare Supplement

This directory also applies to: **Accendo Insurance Company** part of the **CVS Health®** family of companies and **Aetna** affiliate

New Business Support

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

Phone: (866) 272-6630

Fax: (877) 380-2777

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

Make all checks payable to the appropriate underwriting company

Mail new apps paying by 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: (866) 272-6630

Fax: (855) 411-9633

Email:** AetSSIUnderwriting@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 7:30 AM-5:00 PM CT

Fax: (855) 447-0391

Fax only documents that a case manager specifically requests

Policyholder Services

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

Phone: (866) 272-6630 (TTY/TDD: 711)

Fax: (855) 291-0553

Email:** AetSSIPHS@aetna.com

Send list bill payments to:

P.O. Box 3100
Frisco, TX 75034

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	CLI	AHLC
c/o Bank of America Lockbox Services P.O. Box 281067 Atlanta, GA 30384-1067	<i>For policies processed after 6/2010</i> c/o Bank of America Lockbox Services P.O. Box 742179 Atlanta, GA 30374-2179	Aetna Health and Life Insurance Company P.O. Box 742448 Atlanta, GA 30374-2104
GLAIC/GLIC	ACC/AHIC/All other policyholder correspondence	
Medicare Supplement Premiums P.O. Box 741803 Atlanta, GA 30374-1803	Aetna Senior Supplemental Insurance P.O. Box 14770 Lexington, KY 40512-4770	

Claims

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

Phone: (866) 272-6630

Fax: (855) 482-7876

Email:** ClaimsMemberInquiries@aetna.com

(insert name of underwriting company)
P.O. Box 14770
Lexington, KY 40512-4770

Aetna Senior Supplemental Insurance*

Home office directory - Final Expense

This directory also applies to: Accendo Insurance Company part of the CVS Health® family of companies and Aetna affiliate

New Business Support

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

Make all checks payable to the appropriate underwriting company

Phone: (866) 272-6630
Fax for ACI/CLI applications: (877) 302-3304
Fax for ACC applications: (877) -380-2777
Email:** AetSSINewBusiness@aetna.com (Note: We do not accept applications via email)

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

Underwriting/ Case Management

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

Phone: (866) 272-6630
Fax: (877) 302-3304
Only fax documents that a case manager specifically requests

Policyholder Services

ACC/CLI Protection Series
Hours:
M-Th 8:00 AM-5:00 PM CT
Fri 8:00 AM-2:30 PM CT

ACC/CLI Protection Series
Phone: (800) 416-8377
Fax: (855) 656-2046
Email:** Aetna-CustService@life-insurers.com

ACI/CLI
Phone: (866) 272-6630
(TTY/TDD: 711)
Fax: (855) 291-0553
Email:** AetSSIPHS@aetna.com

ACI/CLI Hours:
M-F 7:00 AM-7:00 PM CT

Mailing Address for **RENEWAL PREMIUMS ONLY**

ACC	ACI	CLI
Accendo Insurance Company P.O. Box 936852 Atlanta, GA 31193-6852	c/o Bank of America Lockbox Services P.O. Box 281067 Atlanta, GA 30384-1067	Continental Life Insurance Company of Brentwood, Tennessee P.O. Box 742179 Atlanta, GA 30374-2179

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

CLI Protection Series	All other policyholder correspondence (ACI/CLI)
Continental Life Insurance Company of Brentwood, Tennessee P.O. Box 936846 Atlanta, GA 31193-6846	Aetna Senior Supplemental Insurance P.O. Box 14770 Lexington, KY 40512-4770

Claims

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

ACC/CLI Protection Series
Phone: (800) 416-8377
Fax: (855) 656-2046
Email:** Aetna-CustService@life-insurers.com

ACI/CLI
Phone: (866) 272-6630
Fax: (855) 829-4026
Email:** AetSSICOMP-Claims@aetna.com

Accendo Insurance Company
P.O. Box 323
Brownwood, TX 76804

ACI/CLI Final Expense
P.O. Box 680579
Franklin, TN 37068-9923

Aetna Senior Supplemental Insurance*

Home office directory - Complementary products

Dental, Vision and Hearing

Policyholder services

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

Phone: (866) 272-6630

Claims

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

Phone:

(866) 272-6630

Fax: (972) 335-1349

Email**:

AetnaClaims@careington.com

Address: P.O. Box 60

Frisco, TX 75034

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: (866) 272-6630

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: (866) 272-6630

Fax: (855) 411-9633

Email:** AetSSIUnderwriting@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

Phone: (866) 272-6630
(TTY/TDD: 711)

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:**

Make check payable to the appropriate underwriting company

Reference policyholder name and policy number on all checks and correspondence

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: (866) 272-6630

Fax: (855) 829-4026

Email:** AetSSICOMP-Claims@aetna.com

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

Aetna Senior Supplemental Insurance*

Home office directory

Agent Contracting

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

Phone: (866) 272-6630
Fax: (866) 618-4993
Fax: (855) 571-3847 (change requests/
additional documentation)

- State appointments
- Copy of existing commission schedule (post contracting)
- LIMRA certifications
- EFT requests for commissions
- Address/email changes

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

Commissions

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

Phone: (866) 272-6630
Fax: (855) 816-4835
Email:** AetSSICommissions@aetna.com

- Commission questions
- Commission statements
- 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

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

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

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
- Aetna Quote & Enroll/E-App support

*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.

Aetna Senior Supplemental Insurance Sales management team

WEST



Tony Clark
Regional Vice President

SOUTH



Kevin Moore
Regional Vice President

MIDWEST

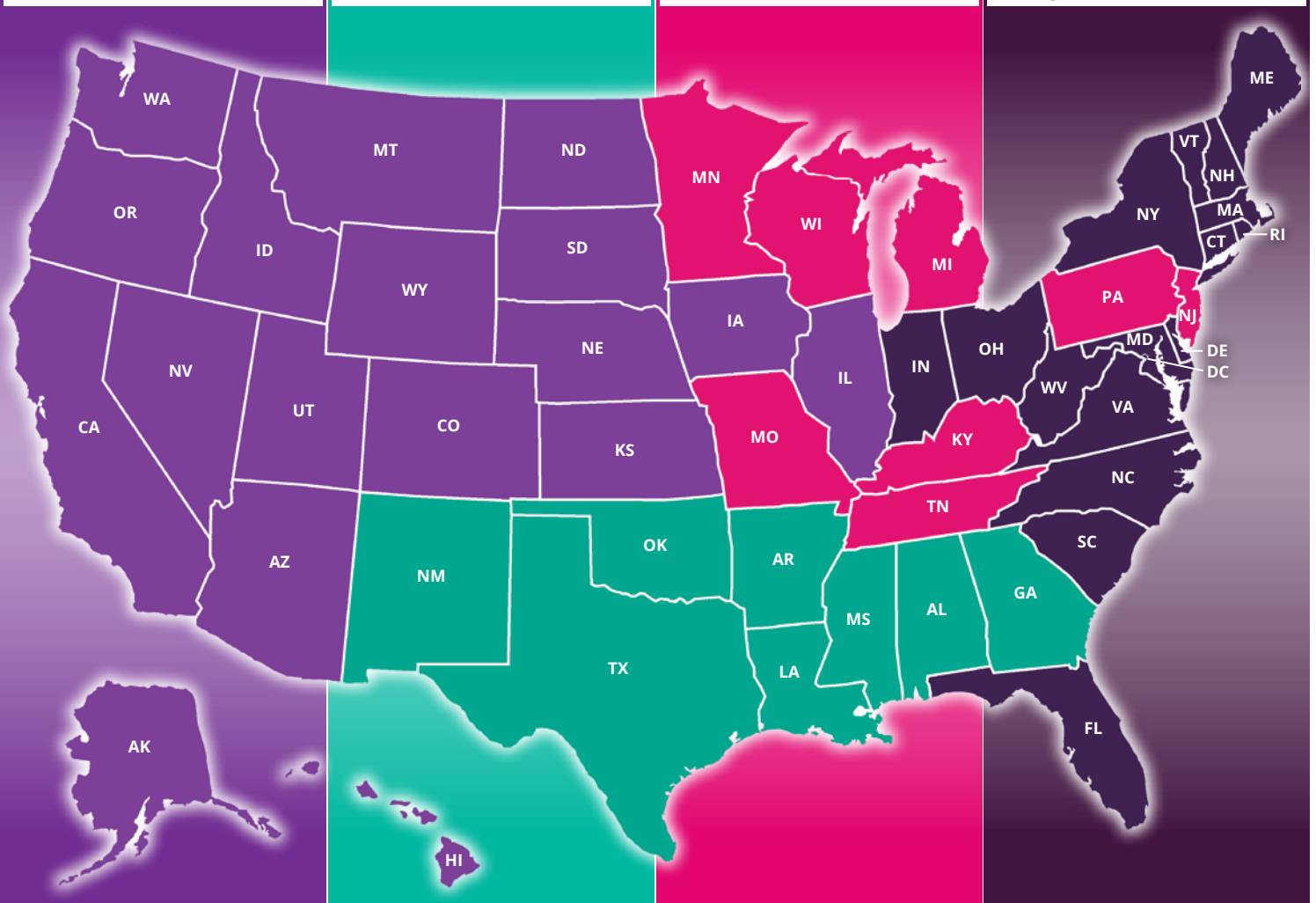


George Pelekanos
Regional Vice President

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



Leah Morgan
Regional Sales Manager



Rose Faulkner
Regional Sales Specialist



Paul Ericson
Regional Sales Manager



Colleen Trayser
Regional Sales Specialist

WEST

AK, AZ, CA,
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ID, IL, KS,
MT, ND, NE,
NV, OR, SD,
UT, WA, WY

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MS, NM,
OK, TX

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MIDWEST

KY, MI,
MN, MO,
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TN, WI

Regional
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Regional
Sales Specialist

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615-807-7515

EAST

CT, DC, DE,
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MD, ME, NC,
NH, NY, OH,
RI, SC, VA,
VT, WV

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Regional
Sales Specialist

Colleen Trayser

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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.aetnaseniorproducts.com)