Who do I contact for help at Aetna?

Start with the Aetna Health Concierge

When you don't know where to start, start with the Aetna Health Concierge! You only need to call the number on the back of your Aetna medical ID card! 1-800-884-9565.

Care Advocate Team

- **Care support**
  - Support from a nurse care manager for a serious medical condition

- **Finances, community and nutrition**
  - Social workers and dieticians to connect you with resources

- **Behavioral health**
  - Help for anxiety, depression, substance abuse, eating disorders, family issues

- **Pharmacy**
  - Help with prescriptions, coverage, costs and specialty drugs

- **Autism**
  - Help with support, resources and finding care

- **Video and phone visits**
  - Doctor visits by phone, web or app

- **Fertility**
  - Support from a fertility specialist to get started and know what’s covered

- **Transgender**
  - Support from a gender reassignment care manager

- **Organ transplants and rare diseases**
  - Access to high-performing facilities

- **Pregnancy and newborns**
  - Support for expectant mothers and partners

- **Drug support**
  - Help with support, resources and finding care

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  - Help for anxiety, depression, substance abuse, eating disorders, family issues

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Aetna Health Concierge

1-800-884-9565

Answer questions
Assist with making appointments
Connect you to specialized resources
Explain benefits, programs and tools
Find cost-effective providers
Provide wellness education
Start with the Aetna Health Concierge

You only need to call the number on the back of your Aetna medical ID card! 1-800-884-9565. If you already know the specialized care you need, you can start there.

Autism
1-800-884-9565
• Help finding providers and overseeing integration of benefits
• Guidance for ensuring children receive appropriate level of care
• Support for families

Behavioral health
1-800-424-4047
• Access to an Aetna behavioral health care manager
• 24-hour toll-free phone access to behavioral health clinicians
• Help finding providers or coordinating inpatient treatment

Care support
1-855-610-0854 or call Health Concierge, remain on the line, and then select option #2 for clinical support.
• Support from a nurse care manager for a serious health condition
• Guidance navigating the health care system
• Condition-specific education

Fertility
1-800-884-9565 — Ask to speak with an Aetna fertility specialist.
• Guidance on determining what’s best for you and how it’s covered
• Help finding the right providers and facilities and obtaining approvals

Finances, community and nutrition
1-800-884-9565
• Social worker to help identify financial and community resources
• Dietician for guidance and information on nutrition

Organ transplants and rare diseases
1-877-212-8811 — National Medical Excellence Program®
• Support from a medical director and nurse case managers through all treatment stages
• Facilities with high medical standards and successful treatment records

Pharmacy
1-800-884-9565 — For questions about prescriptions, coverage and costs
1-866-782-2779 — Aetna Specialty Pharmacy® for specialty drugs like injectables

Pregnancy and newborns
1-800-CRADLE (1-800-272-3531)
— Aetna Maternity Program
• Nurse support for expectant mothers and partners during pregnancy and post delivery
• Support for families with babies in the NICU

Transgender
1-800-884-9565 — Ask to speak with a gender reassignment case manager.
• A single point of contact throughout the entire process
• Help accessing your benefits and obtaining approvals
• Help finding doctors and facilities

Video and phone visits
1-855-TEL-ADOC (855-835-2362) or teladoc.com/aetna — Teladoc®
• Doctor visits by phone, web or app for:
  - General medical issues such as flu, allergies and sinus infections
  - Dermatology issues such as psoriasis, eczema and acne
  - Behavioral health issues such as anxiety, eating disorders and depression

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna). Health benefits and health insurance plans contain exclusions and limitations. Not all health services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and are subject to change. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a dentist, physician or other health care professional. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to aetna.com.

Aetna complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

TTY: 711

To access language services at no cost to you, call 1-800-884-9565.
Para acceder a los servicios de idiomas sin costo, llame al 1-800-884-9565. (Spanish)
如欲使用免費語言服務，請致電 1-800-884-9565。(Chinese)