

Who do I contact at Aetna® for help?

Start with your Aetna Service Advocate

When you don't know where to start, start with your Aetna Service Advocate!
Just call the number on your Aetna ID card — 1-800-884-9565 (TTY: 711).



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Autism

- Applied behavior analysis support
- Help finding providers and coordinating benefits
- Guidance to ensure children receive the appropriate level of care
- Support for families

Behavioral health

Ask to speak with a behavioral health specialist.

- Phone access to behavioral health clinicians
- Help finding providers, including virtual providers
- Help coordinating inpatient treatment

Care support*

- Support from a nurse care manager for a serious health condition
- Guidance navigating the health care system
- Condition-specific education
- A single nurse for the whole family

Fertility

Work with a fertility advocate:

- Guidance to determine what's best for you and how it's covered
- Phone-based genetic counseling and screening, as well as convenient, confidential and cost-effective genetic testing before you're pregnant
- Help achieving a healthy pregnancy
- Help finding the right providers and facilities and getting approvals
- Help understanding travel and lodging guidelines and limits

Finances, community and nutrition

- Connect with a social worker to identify financial and community resources
- Connect with a dietitian for guidance and information on nutrition

Gender-affirming services

Ask to speak with an Aetna nurse care manager trained in gender-affirming care.

- A single point of contact throughout your journey
- Help accessing your benefits and getting approvals
- Help finding doctors and facilities
- Support with the hair removal reimbursement process
- Help understanding travel and lodging guidelines and limits

Organ transplants and rare diseases

National Medical Excellence Program®

- Support from a medical director and nurse care manager through all treatment stages
- Facilities with high medical standards and successful treatment records
- Help understanding travel and lodging guidelines and limits

Pharmacy

Help with prescriptions, coverage, costs and specialty drugs

Pregnancy and newborns

Aetna Enhanced Maternity Program™

- Nurse support for expectant mothers and partners during pregnancy and after delivery

- Support for families with babies in newborn intensive care
- Phone-based genetic counseling and screening, as well as convenient, confidential and cost-effective genetic testing
- Help making informed decisions throughout your pregnancy
- Personalized nurse support for at-risk pregnancies
- Advice on lowering your risk for early labor
- Help coping with postpartum depression

Video and phone visits

Ask about Teladoc Health, or contact them directly at **1-855-835-2362** or **TeladocHealth.com/Aetna**.

- Doctor visits by phone or video for:
 - General medical issues, such as flu, allergies and sinus infections
 - Skin issues, such as psoriasis, eczema and acne
 - Behavioral health issues, such as anxiety, eating disorders and depression
- Virtual primary care provider (PCP)
 - Select a Teladoc Health doctor as your PCP, and build a relationship through video visits
 - Access your care team by phone and in-app messaging
 - Schedule routine care, such as checkups
 - Manage chronic issues
 - Get prescriptions and refills as needed

*While only your doctor can diagnose, prescribe or give medical advice, the care management nurses can provide information on a variety of health topics.

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