

# 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 (TTY: 711).



## 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 (TTY: 711)**. If you already know the specialized care you need, you can start there.

### Autism

**1-800-884-9565 (TTY: 711)**

- Help finding providers and overseeing integration of benefits
- Guidance for ensuring children receive appropriate level of care
- Support for families

### Behavioral health

**1-800-884-9565 (TTY: 711)** — Ask to speak with a wellbeing partner.

- 24-hour toll-free phone access to behavioral health clinicians
- Help finding providers or coordinating inpatient treatment

### Care support

**1-855-610-0854 (TTY: 711)** or call your Aetna 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

**1-866-984-0074 (TTY: 711)** — Fertility Advocate

- Guidance on determining what's best for you and how it's covered
- Help achieving a healthy pregnancy
- Help finding the right providers and facilities and obtaining approvals

### Finances, community and nutrition

**1-800-884-9565 (TTY: 711)**

- 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 (TTY: 711)** — 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 (TTY: 711)** — Questions about prescriptions, coverage and costs

**1-866-782-2779 (TTY: 711)** — Aetna Specialty Pharmacy® for specialty drugs like injectables

### Pregnancy and newborns

**1-800-272-3531 (TTY: 711)** — 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 (TTY: 711)** — 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

**1-855-835-2362** 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

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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)