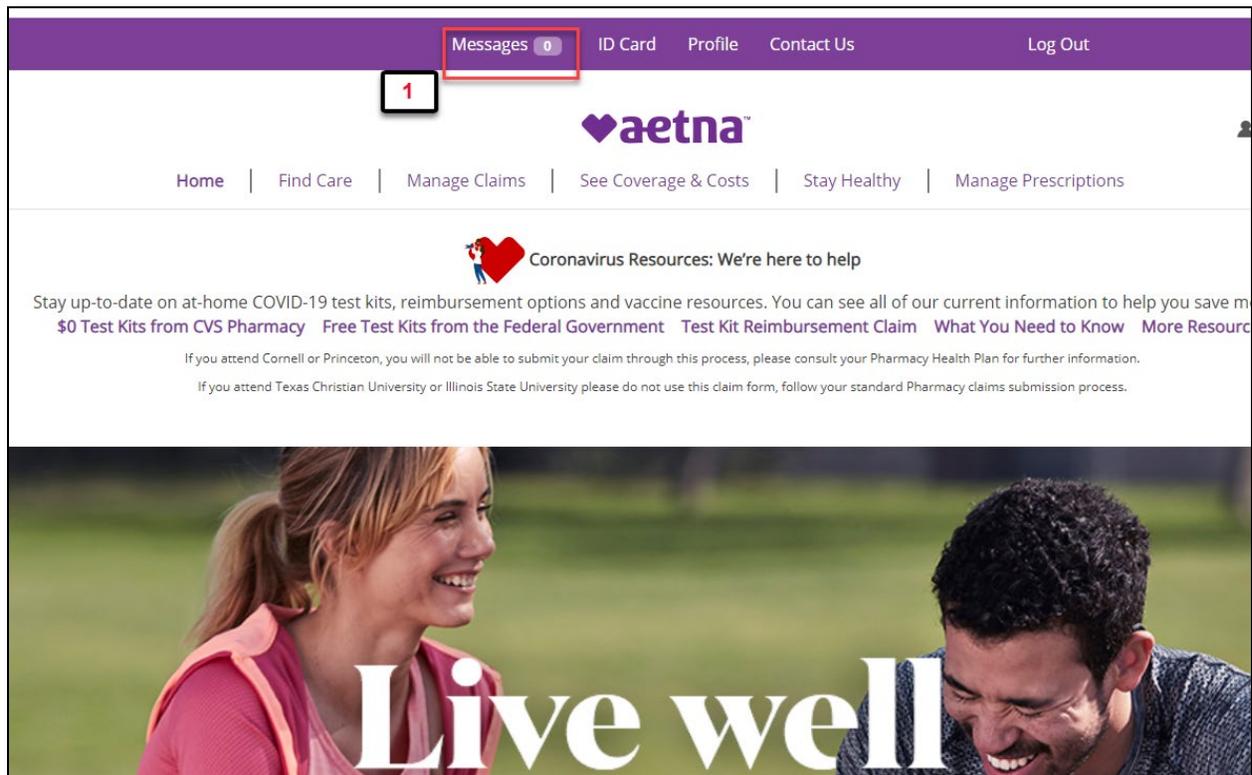
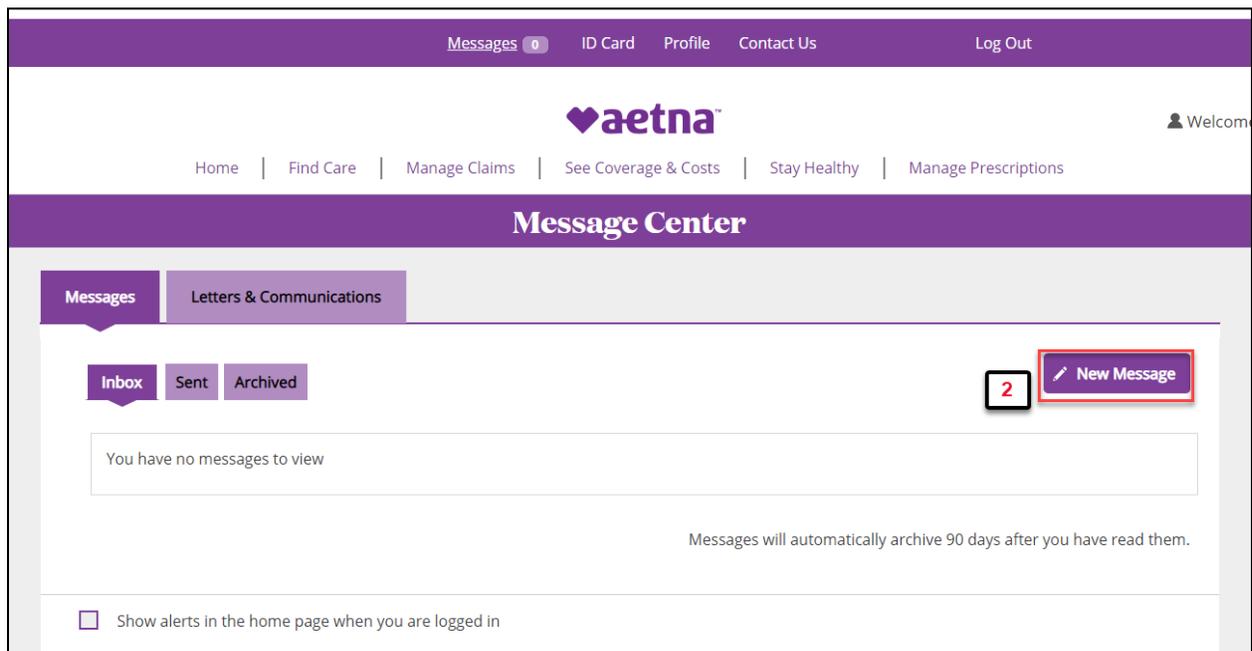


HOW TO SUBMIT A CLAIM ONLINE

Log in to the Aetna Member website and choose “Messages”



Then choose “New Messages”



In the Send Message tab, choose your topic

Contact Us - Google Chrome

member.aetna.com/secure/member/?v97#/noLayoutContentPage?page=contactUs

Call or Write **Send Message**

Send a secure message to our Member Services

***Required information**

***Topic**

Select 3

- Select
- A claim**
- A complaint or appeal
- A health condition
- My coverage and benefits
- Order medications online
- Ordering specialty refill
- Other

files, total of 5 MB

press below.

aint or appeal, we will

respond via US Mail.

If this email address is incorrect or you no longer use it, please update it below.

*** Email address:**

andrew.aaron@vanderbil

***Your message (up to 9,599 characters)**

[Total characters typed: 0 | Total characters remaining: 9,599]

Fill out all the fields that are required (marked with an asterisk *). And upload the document by clicking on "Select" and after you have typed your message click "Send"

Call or Write **Send Message**

Send a secure message to our Member Services

***Required information**

***Topic**
A claim

***Please select the type of claim and enter the claim information:**
 Medical Pharmacy

***Patient:**
SUBSCRIBER (You)

Provider:

Date of Service:
MM/DD/YYYY

4

Upload attachment(s) **Select**
Add up to 5 files, total of 5 MB

We will reply to the email address below.
If you are submitting a complaint or appeal, we will respond via US Mail.

If this email address is incorrect or you no longer use it, please update it below.

*** Email address:**
andrew.aaron@vanderbil

***Your message (up to 9,599 characters)**

[Total characters typed: 0 | Total characters remaining: 9,599]

Send Cancel

5

Answers to common questions

- + How do I submit a claim?
- + How long do I have to submit a claim?
- + Why does my claim still show an amount I may owe? I already paid this bill.
- + Where do I find the status of a claim?
- + I can't find my claim on the list.
- + What is the typical time frame to process a claim?
- + Why can't I see all my family members on my account?