Claims paid faster

with Aetna Simplified Claims Experience®



Aetna Supplemental Health Plans

You can get cash benefits quickly when you or a covered family member has an accident, a serious illness diagnosis or a hospital stay.

Get started:

Register using your Member ID or Social Security Number on the **My Aetna Supplemental** member app or portal.

Scan the QR code **OR** **Visit MyAetnaSupplemental.com**

Pro tips: Register your account with a personal email to get important supplemental health plan reminders. Sign up for direct deposit, so you can get your cash benefits faster.

Aetna® medical members can access the My Aetna Supplemental member portal via single sign-on from **Aetna.com**.

File your claim today

Report your claim

Log into the app or portal and click “Report New Claim.” We’ll ask which plan you’re filing under and who the claim is for.

Tell us what happened

Just answer a few questions about your event. If you’re an Aetna medical plan member, we’ll access your records to help process your supplemental health plan claim.*

Members enrolled in another medical plan can upload or take a picture of supporting documentation, like medical treatment bills or a Uniform Medical Billing Form 2004 (UB-04).

See your plan certificates in the portal document library or call us if you’re not sure what to provide.

Get paid

We send your cash benefit by check or direct deposit if your claim is approved.

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Health screening benefit:

Your critical illness plan pays you $50 when you and your covered family members get a covered health screening. We pay the benefit one time for each member per plan year. Your plan year starts January 1 and ends December 31.*

Other ways to file

Filing claims online is fast and easy, but you can send us a claim form by mail if you prefer. Download the claim form from your member portal and send it to:

Aetna Supplemental Health Plans
PO Box 14079
Lexington, KY 40512-4079

Or you can fax your claim form to: **1-859-455-8650**.

We're here to help

Have questions? Call us at **1-800-607-3366 (TTY: 711)**, Monday–Friday, 8 AM–6 PM in all time zones.

*FOR MEDICAL PLAN MEMBERS: Sometimes you may need to provide documentation if the benefit doesn't create a medical claim, or we need more details to process your claim.

*FOR HEALTH SCREENING BENEFIT: See your Certificate of Coverage for details, plan exclusions and limitations.

Policies are insured by Aetna Life Insurance Company (Aetna) located at 151 Farmington Avenue, Hartford, CT 06156. Refer to **Aetna.com** for more information about Aetna® plans.

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