



Member Services/Medical Claims	1-888-416-2277
Medical Pre-Certification for Providers	1-888-632-3862
Informed Healthline	1-800-556-1555
Medical Claims Department Address	P.O. Box 981106 El Paso, TX 79998

Please check out Aetna's website: [www.aetna.com](http://www.aetna.com)

*Once enrolled* into Aetna's systems, employees and their covered dependents can register for Navigator to access personal information, find a doctor, obtain temporary ID cards and much more. By going to [www.aetna.com](http://www.aetna.com). Also, check out Aetna's convenient Mobile App.

If you have been previously covered by Aetna, Inc. and are a previously registered Aetna Navigator participant, you may experience some difficulties and need assistance in resetting your password as a returning user. Navigator Assistance is available Monday through Friday 6 AM to 8 PM CST at 1-800-225-3375

If you elected medical coverage, your Medical ID cards should be received at your residence prior to the effective date of January 1, 2023

**Disclaimer:** Employee must be active with group on date of service

Some of the plans indicated you may not have elected and therefore you will not have access to these benefits. Informational purposed only - does not guarantee coverage

