

# Aetna Simplified Claims Experience™

## Aetna® Accident, Critical Illness and Hospital Indemnity Plans

Filing claims for supplemental health benefits couldn't be easier

### Get cash benefits fast

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

### It's easy to submit claims online

1. Download the **My Aetna Supplemental** app or visit [MyAetnaSupplemental.com](https://www.aetna.com/MyAetnaSupplemental.com). Or scan this QR code.



2. Register with your Member ID or Social Security number. Use your personal email address to get valuable claims reminders and access your account — even if you leave your company.

### Here's how to file a claim



You or your covered family member have a covered event.



You log on to the app or member portal and click on **"Report New Claim."** Answer a few quick questions.



Our system matches the supplemental health claim to your Aetna medical claim. We use the information to process your claim.\*



We send your benefit by check or direct deposit.

### Get cash benefits for taking care of your health

Your accident, critical illness and hospital indemnity plans pay **\$50** per member per year for a covered preventive health screening. That's up to **\$150** all together. See your plan summary in the member portal for a complete list of covered tests.

### Other ways to file claims

Find claim forms at the bottom of the member portal log in page. Or call Aetna Member Services and we'll send you one. Mail paper claim forms to Aetna Voluntary Plans, PO Box 14079, Lexington, KY 40512-4079 or fax to **1-859-455-8650**.

### Have questions? Need help?

View your plan summary on the member portal. Or call Aetna Member Services Monday through Friday, 8 AM to 6 PM at **1-800-607-3366 (TTY: 711)**.

\*If you're not an Aetna medical member, simply upload your medical documentation. Accepted documents include an itemized bill or Uniform Medical Billing Form 2004 (UB04). An Explanation of Benefits (EOB) is not an acceptable document.