



Here for you

Aetna® Select Answer Team

Confused about an invoice? Missing a payment? Sometimes you need a little extra help with your health plan administration and service-related issues.

That's where you can count on us. Our Aetna Select Answer Team can help you resolve any account-related issues and answer any enrollment questions accurately and on time. And if we can't resolve your issue right away, we'll keep you updated until the issue is resolved.

**Have a question?
We're ready for you.**

You can email us at
SelectAnswerTeam@Aetna.com
or call the Aetna Select Answer Team
at **1-855-752-0167 (TTY: 711)**
Monday–Friday from 8:00 AM to 5:00 PM.

At your service

If you have 101–300 eligible employees, you'll have direct access to our Aetna Select Answer Team via phone or email. Our team will give you quick, reliable answers for basic billing, enrollment and service questions, including help with:

- ✓ Invoice requests
- ✓ Missing payments or misapplied funds
- ✓ Urgent or pending enrollments
- ✓ Premium payment confirmations
- ✓ Aetna Benefits Administration Technology powered by bswift®
- ✓ E-business system issues

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