|  |  |  |  |
| --- | --- | --- | --- |
|  | | | |
| **DEPARTMENT** | **PHONE NUMBER** | | **ADDITIONAL DETAILS** |
| **Phone Numbers for Broker Support Information** | | | |
| Aetna Commissions | 800-622-3435 |  | |
| Agent Oversight | N/A | AgentOversight@aetna.com | |
| AHIP Site Tech Support | 866-234-6909 |  | |
| Ascend Electronic Application Tool Tech Support | 866-338-7772 |  | |
| Avaya Tech Support | 888-238-6262 |  | |
| Broker Support Department | 866-714-9301 |  | |
| Broker Telesales | 866 714 9301 #2 | MAPD and PDP | |
| LAAU | 866-511-2863 |  | |
| No More Forms Tech Support | 800-686-8279 |  | |
| Producer World Tech Support | 800-225-3375 |  | |
| Telephonic Scope of Appointment | 844-334-2247 |  | |
| **Broker Numbers for Member Support-Aetna** | | | |
| Aetna Member Services | 800-282-5366 |  | |
| Aetna Enrollment (Telesales) | 800-832-2640 | MAPD | |
| Aetna Medicare Prior Authorization Service Ctr. | 800-414-2386 |  | |
| Mail Order Rx (Aetna Rx)/Automated Payment | 877-238-6211 |  | |
| Aetna Dental | 866-690-4916 |  | |
| Aetna Provider Services | 800-624-0756 |  | |
| Aetna Life Insurance Group- Employer | 800-523-5065 |  | |
| Aetna Small Group | 800-297-7145 |  | |
| **Broker Numbers for Member Support-Aetna Coventry** | | | |
| Aetna Coventry Member Services | [1-855-423-5971](https://www.coventry-medicare.com/en/contact-us.html)855-423-5971 |  | |
| Coventry Advantra Enrollment | 877-409-8047 |  | |
| Coventry Medicare Prior Authorization Service Ctr. | 800-551-2694 |  | |
| Coventry Health Care of FL | 866-847-8235 |  | |
| Aetna Medicare Prescription Drug Plan (formerly First Health) | 844-233-1938 |  | |
| **Broker Numbers for Member Support-Innovation Health** | | | |
| Innovation Health Medicare Member Services | 855-249-1282 |  | |
| Innovation Health Telesales | 855-605-5295 |  | |
| Innovation Health Prescription Drug Part D CVS | 866-471-9374 |  | |
| Innovation Health Precertification | 855-577-4436 |  | |
| **Broker Numbers for Member Support-Allina Health** | | | |
| Allina Health Aetna Medicare Member Services | 833-570-6671 |  | |
| Allina Health Aetna Medicare Prescription Drug | 833-620-8809 |  | |