

ACA Contact Sheet

Broker/Plan Sponsor Support

Aetna Small Group offers you dedicated live resources for all stages of your customer's life cycle, including: new business quoting, on-boarding, account maintenance, renewal release and support. In addition, we offer a full spectrum of online account management options which are available 24/7.

Aetna Answer Team (AAT)

One stop shop for plan sponsor administration.

Northeast

- Phone: 800-297-7145
- Email: NEAAT@aetna.com

Southeast

- Phone: 855-319-7290
- Email: AATSE@aetna.com

West

- Phone: 800-343-6101
- Email: WestAAT@aetna.com

Mid-America

- Phone: 1-877-232-1621
- Email: MidamAAT@aetna.com

SG New Business Unit (NBU) – New Business Submission Questions

ACA NBU is here to help with all your ACA new business quoting and submission questions – and can provide status updates on where your case is in the new business process.

- Phone: 844-241-0209
- Email: SGBrokerSupport@aetna.com

Account Client Manager (CM)

Reporting, Renewals, Surplus

- Email: NationalSSCSmallGroup@aetna.com

Sold Case Submission

- Email: ACANBUoldcasesubmission@aetna.com

Broker Commissions

Inquiries and general questions

- Phone: 800-622-3435
- Email: brokercomm@aetna.com

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to aetna.com.



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Producer World®

The Producer World site is your one-stop shop for Online Account Management including quoting, renewal delivery, selection, commissions, underwriting guidelines, plan summaries, billing/enrollment and maintenance.

<https://www.aetna.com/producer>

EZ Enroll Support

EZ enroll support assists with password resets or connectivity issues. To request access, please contact the Aetna Answer Team Monday – Friday: 8 a.m. – 6 p.m. E.T.

- Phone: 1-800-237-7476 option 3

Springboard Marketplace®

Access via single sign on from Producer World.

- For questions, select option 1 for Broker or option 2 for Plan Sponsor
 - Phone: 855-529-1535
- Weekly Training Sessions: Every Thursday from 1pm-2pm EST. Email to reserve your spot:
 - Email: SpringboardMarketReadinessTeam@aetna.com

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