

# AFA Contact Sheet

## Broker/Plan Sponsor Support

**Aetna Funding Advantage<sup>SM</sup> for 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](mailto:NEAAT@aetna.com)

#### **Southeast**

- Phone: 855-319-7290
- Email: [AATSE@aetna.com](mailto:AATSE@aetna.com)

#### **West**

- Phone: 800-343-6101
- Email: [WestAAT@aetna.com](mailto:WestAAT@aetna.com)

#### **Mid-America**

- Phone: 1-877-232-1621
- Email: [MidamAAT@aetna.com](mailto:MidamAAT@aetna.com)

### **AFA New Business Unit (NBU) – New Business Submission Questions**

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

- Phone: 855-565-2129
- Email: [SGBrokerSupport@aetna.com](mailto:SGBrokerSupport@aetna.com)

### **Account Client Manager (CM)**

Reporting, Renewals, Surplus

- Email: [NationalSSCSmallGroup@aetna.com](mailto:NationalSSCSmallGroup@aetna.com)

### **Broker Fees**

Inquiries and general questions

- Phone: 800-622-3435
- Email: [brokercomm@aetna.com](mailto: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](http://aetna.com).



# AFA Contact Sheet

## Broker/Plan Sponsor Support

**Aetna Funding Advantage<sup>SM</sup> for 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.**

### **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>

### **AHIA and AFA Reporting**

AHIA: <https://ahia.aetna.com/ahia>

AFA: <https://www.myplanportal.com/pssel/loginPS.fcc>

Email: [SGAHIAFSRCHANGES@aetna.com](mailto:SGAHIAFSRCHANGES@aetna.com)

### **Springboard Marketplace®**

*Access via single sign on from Producer World.*

Springboard is our preferred enrollment platform for AFA business. The majority of our customers will be set up with this tool for open enrollment, billing and maintenance enrollment.

- 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](mailto:SpringboardMarketReadinessTeam@aetna.com)

### **EBusiness**

Access from within Producer World site

Utilize eBusiness for billing and enrollment functionality for your groups not yet converted to the Springboard platform.

- Phone: 866-910-9895

For Plan Sponsor access:

- Web: [www.aetna.com/employer](http://www.aetna.com/employer)
- Phone: 800-237-7476

**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](http://aetna.com).

