



Member portal frequently asked questions

Enrollment/Changes to your policy:

Can I add vision coverage any time of the year?

If you are currently enrolled in a dental only plan, you can add vision coverage by completing the online enrollment on **VisionDirect.Aetna.com** or by calling customer service at 855-804-2410.

Can I add dental coverage any time of the year?

You can add dental coverage by completing the online enrollment on **DentalDirect.Aetna.com** or by calling customer service at 855-837-6453.

Can I add a dependent to my coverage any time of the year?

Yes. You can do that under **"Add or Remove Dependents"** or call customer service at 855-837-6453 (dental) or 855-804-2410 (vision).

Can I remove a dependent from my coverage any time of the year?

Yes. You can do that under **"Add or Remove Dependents"** or call customer service at 855-837-6453 (dental) or 855-804-2410 (vision).

My Name/Marital status has changed.

You can update marital status under **"Update Your Profile"** or call customer service at 855-837-6453 (dental) or 855-804-2410 (vision).

What do I need to do if I move?

Please contact us thirty-one days prior to the change, if possible. When you change your address under **"Update Your Profile"** you will be prompted to select a plan if one is available in your new zip code. You may also call customer service at 855-837-6453 (dental) or 855-804-2410 (vision) for assistance with this change.

The new policy will be issued (without a break in coverage).

If there is no plan available in your new zip code, your policy will be terminated.

When can I change my plan?

Plan changes can be done at renewal. You can do that up to 60 days prior to your renewal date through the portal under **"Change Plan"** or by calling customer service at 855-837-6453 (dental) or 855-804-2410 (vision).

How do I renew my plan?

Your plan automatically renews unless you request to cancel.

How do I cancel my coverage?

To cancel coverage, there are two options:

- a) Phone: Contact the eligibility area at 855-837-6453 (dental) or 855-804-2410 (vision)
- b) Mail to: Aetna Direct P.O. Box 2568, Frisco, TX 75034

A death certificate is required to cancel back to the date of death.

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Billing:

How do I get my payment information?	This can be viewed in the portal under "View or Update Billing Information." For all billing inquiries, please contact customer service at 855-837-6453 (dental) or 855-804-2410 (vision).
What happens when a payment is rejected?	Past due payments are reflected in the member portal under "View or Update Billing Information" . A notification will be mailed if the recurring payment fails on the second attempt to bill
I would like to change my payment method.	You can do this in the portal under "View or Update Billing Information" or by calling customer service at 855-837-6453 (dental) or 855-804-2410 (vision).
I would like to make a payment.	To make a payment, please contact the billing area at 855-837-6453 (dental) or 855-804-2410 (vision)
I would like to get a refund.	Please contact 855-837-6453 (dental) or 855-804-2410 (vision).
I have a billing question.	Please contact 855-837-6453 (dental) or 855-804-2410 (vision).

Claims, ID card, Policy

I would like a copy of my policy.	You can view or print your policy under "View Policy Information" .
I would like a copy of my ID card.	You can view or print your ID card by clicking on the link "ID Card, Claims" on the member portal. Or you can call customer service at 1-877-238-6200 (dental) or 866-652-9956 (vision). "ID card, Claims" portal requires a separate login. The first time you log in you can use your dental or vision member ID or your social security number. Find your Member ID on your dental or vision ID card, Welcome Letter, or any EOB you received from us.
I have a claim question.	For dental claim and benefit inquiries, call 1-877-238-6200. For vision claim and benefit inquiries, call 1-866-652-9956. You can also find your claims and explanation of benefits by clicking on the link "ID Card, Claims" on the member portal. "ID card, Claims" portal requires a separate login. The first time you log in you can use your dental or vision member ID or your social security number. Find your dental or vision member ID on your ID card, Welcome Letter, or any EOB you received from us.
How do I activate ExtraCare Plus™?	Once your dental plan takes effect, you can register for ExtraCare Plus*. Log in to your Aetna member website and select the link to enroll. After you consent, you will create an account on CVS.com® to complete enrollment and become an active subscriber in the ExtraCare Plus program.

*Terms and conditions apply. Exclusions apply. Visit [CVS.com/content/extracareplus-terms](https://www.cvs.com/content/extracareplus-terms) or ask an associate for details.

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