



Member portal frequently asked questions

Access member portal at: Direct.aetna.com/member

Enrollment/Changes to your policy:

Can I add vision coverage any time of the year?	Yes, if you're currently enrolled in a dental-only plan, you can add vision coverage by completing the online enrollment on Aetna.com or by calling customer service at 855-804-2410 (TTY: 711) .
Can I add dental coverage any time of the year?	Yes. You can add dental coverage by completing the online enrollment on Aetna.com or by calling customer service at 855-837-6453 (TTY: 711) .
Can I add a dependent to my coverage any time of the year?	You can do that under " Add or Remove Dependents " or call customer service at 855-837-6453 (TTY: 711) (dental) or 855-804-2410 (TTY: 711) (vision).
Can I remove a dependent from my coverage any time?	Yes. You can do that under " Add or Remove Dependents " or call customer service at 855-837-6453 (TTY: 711) (dental) or 855-804-2410 (TTY: 711) (vision).
How do I change my primary care dentist (PCD)?	If enrolled in the Aetna Dental® Direct DMO®, you must choose a PCD to get services covered. You can change your PCD by logging in to your member website at Aetna.com and selecting " Manage my Primary Care " or by calling 1-877-238-6200 (TTY: 711) . If you change before the 15th of the month, it'll go into effect the first of the next month. If it's after the 15th of the month, it'll go into effect the month following the first of the next month.
My Name/Marital status has changed.	You can update marital status under " Update Your Profile " or call customer service at 855-837-6453 (TTY: 711) (dental) or 855-804-2410 (TTY: 711) (vision).
What do I need to do if I move?	<p>Please contact us 31 days prior to the change, if possible. When you change your address under "Update Your Profile" we'll prompt you to select a plan if one is available in your new ZIP code. You may also call customer service at 855-837-6453 (TTY: 711) (dental) or 855-804-2410 (TTY: 711) (vision) for assistance with this change.</p> <p>The new policy will take effect without a break in coverage.</p> <p>If there's no plan available in your new ZIP code, your policy will be terminated.</p>
When can I change my plan?	You can change your plan during 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 (TTY: 711) (dental) or 855-804-2410 (TTY: 711) (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: <ul style="list-style-type: none">a) Phone: Contact the eligibility area at 855-837-6453 (TTY: 711) (dental) or 855-804-2410 (TTY: 711) (vision)b) Mail to: Aetna® Direct P.O. Box 2568, Frisco, TX 75034

You need a death certificate to cancel back to the date of death.

Dental plans and vision benefits are insured by Aetna Life Insurance Company (Aetna). Certain vision claims administration services are provided by First American Administrators, Inc. and certain network administration services are provided through EyeMed Vision Care ("EyeMed"), LLC. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to dentaldirect.aetna.com for more information about Aetna® dental plans.

Billing:

How do I get my payment information?

You can view payment information in the portal under **"View or Update Billing Information."**

For all billing inquiries, please contact customer service at **855-837-6453 (TTY: 711)** (dental) or **855-804-2410 (TTY: 711)** (vision).

What happens when a payment is rejected?

Past due payments are reflected in the member portal under **"View or Update Billing Information"**. We'll mail you a notification 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 (TTY: 711)** (dental) or **855-804-2410 (TTY: 711)** (vision).

I would like to make a payment.

To make a payment, please contact the billing area at **855-837-6453 (TTY: 711)** (dental) or **855-804-2410 (TTY: 711)** (vision).

I would like to get a refund.

Please contact **855-837-6453 (TTY: 711)** (dental) or **855-804-2410 (TTY: 711)** (vision).

I have a billing question.

Please contact **855-837-6453 (TTY: 711)** (dental) or **855-804-2410 (TTY: 711)** (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 (TTY: 711)** (dental) or **866-652-9956 (TTY: 711)** (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 (TTY: 711)**. For vision claim and benefit inquiries, call **1-866-652-9956 (TTY: 711)**.

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'll create an account on CVS.com® to complete enrollment and become an active subscriber in the ExtraCare Plus program.

*FOR EXTRACARE REGISTRATION: Terms and conditions apply. Exclusions apply. [Visit the ExtraCare Plus™ Terms and Conditions page](#) or ask an associate for details. Dental plans and vision benefits are insured by Aetna Life Insurance Company (Aetna). Certain vision claims administration services are provided by First American Administrators, Inc. and certain network administration services are provided through EyeMed Vision Care ("EyeMed"), LLC. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to dentaldirect.aetna.com for more information about Aetna® dental plans.