



**Aetna Retirees Association, Inc**

PO Box 280165

East Hartford, CT 06128

[www.aetnaretirees.com](http://www.aetnaretirees.com)

# News

**EXTRA!**

VOLUME XV, EDITION 1

FEBRUARY 2019

## POTENTIAL ENROLLMENT ISSUES

We have heard from some of our members regarding potential issues relating to the enrollment process for 2019 benefits.

First, when a few members attempted to verify amounts of Life Insurance (including any Paid-Up Life coverage) and/or determine beneficiary information, they were not able to access the correct information. In fact, some were informed that they did not have any Life Insurance coverage at all.

After we forwarded these issues to our contacts at Aetna, the situations were resolved. If you wish to determine what Life Insurance amounts you have and/or find out what individuals are named as beneficiaries, you should go to the new (rolled out for 2018 enrollment) Aetna website Bswift ([www.retireehealthaccess.net/aetna](http://www.retireehealthaccess.net/aetna)). Alternatively, you may call Aetna's Help Line at 1-800-AETNA-HR (1-800-238-6247).

A second issue concerns the new Medical ID card you received this year. Unlike in past years, the new ID cards for 2019 contain a new Member ID Number. If you attempt to access services using

your old ID card, your benefits will be denied and you will have to have your provider resubmit the expenses. To avoid this situation, please make certain you use your new ID card when accessing services; this card should say "printed 12/08/2018" or possibly some other date.

A third issue concerns the new CVS ExtraCare discount card. A number of our members have informed us that they have received more than one card (with different numbers on each card). Only one of the cards issued is valid. To determine which card is the proper one to use, you will need to either call CVS at 1-800-746-7287 or go to their website at [CVS.com/extracarehealth](http://CVS.com/extracarehealth). You will need to provide the numbers from each card and they will then tell you which card is valid for use.

As always, we stand ready to help you resolve any issues you may be encountering. Once you have done your "due diligence" and attempted to resolve the problem on your own, you may then ask us at ARA for help and we will step in to help resolve the issues.

As you communicate with a retiree, retiree group or a colleague, we encourage you to provide them with information and the benefits of joining ARA. Please refer any prospective members to our website at [www.aetnaretirees.com](http://www.aetnaretirees.com) for additional information and an application form. Further, you may encourage prospective members to contact any Board Member for additional information. If, however, a retiree or colleague does not wish to become an active member and would still like to hear what we are doing, please have them state "communications only" on the application. We will send them our communications.

## **CONTACT ARA!**

We welcome your comments, questions, ideas and letters to the editor. See mail and website addresses on page 1.

*Sharon Reed, Editor*

*Marilyn Wilson, Editor Emeritus*