



**Aetna Retirees Association, Inc**  
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# News

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## RESOURCE GUIDE TO YOUR EMPLOYEE BENEFITS

In the past, Aetna has published a "Resource Guide to Your Employee Benefits." This document has been updated and expanded this year and *is on our website*. The new guide is shown below and contains phone numbers and website addresses from which you may obtain answers to questions concerning your benefits.

# 2021 Resource guide

When you have questions or need more information, here are some resources available to you.

Resource	Description	Contact
<b>Retiree Service Center</b>	For questions on benefits eligibility, plan designs, costs and billing	Call 1-888-972-3862 (TTY: 711), Monday through Friday, 8 AM to 8 PM ET.
<b>Aetna® retiree website</b>	<ul style="list-style-type: none"> <li>• Find benefits information</li> <li>• Access current benefits statement</li> <li>• Check online billing statements</li> </ul>	<a href="http://RetireeHealthAccess.net/CVS">RetireeHealthAccess.net/CVS</a>
<b>Aetna member website</b>	<ul style="list-style-type: none"> <li>• Check eligibility or claim status information</li> <li>• Get ID card replacement</li> <li>• Find copies of claim forms</li> <li>• Access tools that help you manage your health care</li> </ul>	<a href="http://Aetna.com">Aetna.com</a>
<b>Prescription drugs</b>	For questions on payments or denials of pharmacy claims	Call the number on the back of your ID card.
<b>Dental</b>	For questions on payment of dental claims or finding a preferred provider	Call the number on the back of your ID card.
<b>Pension</b>	<ul style="list-style-type: none"> <li>• Find general pension information</li> <li>• Validate/change beneficiary</li> <li>• Manage payments</li> <li>• Update personal information</li> </ul>	<b>MyHR.CVS.com</b> Call 1-888-694-7287 (TTY: 711) and select the pension menu option, Monday through Friday, 8 AM to 8 PM ET.
<b>401(k)</b>	<ul style="list-style-type: none"> <li>• Find general 401(k) information</li> <li>• Check account balance and investments</li> <li>• Process transactions</li> <li>• Validate/change beneficiary</li> <li>• Get 24/7 access to manage your account</li> <li>• Use financial planning tools and services</li> </ul>	<b>RetirementPlans.Vanguard.com</b> Note: If you're not registered, you'll need plan number 092038 to register. Call 1-888-694-7287 (TTY: 711) and select the 401(k) menu option, Monday through Friday, 8 AM to 8 PM ET (excluding stock market holidays).

Resource	Description	Contact
<p><b>Retiree term life insurance</b></p>	<ul style="list-style-type: none"> <li>• Check benefits</li> <li>• Update beneficiaries or address</li> </ul>	<p>If you were born <b>before</b> October 15, 1938: Call The Hartford at <b>1-855-396-7655</b>, Monday through Friday, 8 AM to 8 PM ET. <b>Enroll.TheHartfordatWork.com/CVSBene</b></p> <p>If you were born <b>on or after</b> October 15, 1938: Call the Retiree Service Center at <b>1-888-972-3862 (TTY: 711)</b>, Monday through Friday, 8 AM to 8 PM ET. <b>RetireeHealthAccess.net/CVS</b></p>
<p><b>Retiree paid-up life insurance</b></p> <p>You may have a retiree paid-up life policy if you:</p> <ul style="list-style-type: none"> <li>• Retired before 1998</li> <li>• Were born on or before September 26, 1941</li> <li>• Elected paid-up life as an active employee</li> <li>• Have not cashed out the policy</li> </ul>	<ul style="list-style-type: none"> <li>• Check policy</li> <li>• Update beneficiaries or address</li> </ul>	<p>Call The Hartford at <b>1-888-563-1124</b>, Monday through Friday, 8 AM to 8 PM ET.</p>
<p><b>Group universal life (GUL) policy – single premium life option (SPLO)</b></p> <p>If you had an accumulated fund when Aetna® terminated the GUL policy on 12/31/2007, you were given the option of using that fund to purchase a prepaid life amount, otherwise known as an SPLO.</p>	<ul style="list-style-type: none"> <li>• Check policy</li> <li>• Update beneficiaries or address</li> <li>• Surrender the cash value</li> </ul>	<p>Call The Hartford at <b>1-888-563-1124</b>, Monday through Friday, 8 AM to 8 PM ET.</p>

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

[Aetna.com](http://Aetna.com)

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One change to note is the elimination of the former "general help" line of 1-800-AETNA-HR. The new number at which you may receive information on most questions is 1-888-972-3860. This new number also appears on the reverse side of your member ID card. In the event you need help with questions concerning any portion of your benefits, please call the appropriate number shown on this resource guide. As in the past, if, after you have attempted to resolve an issue and were unsuccessful, you may contact Aetna Retiree Association through our website and we will help you get answers to your issues.

***Within the last week, we lost two of our founding members. We wanted to share with you a glimpse of what they have done, both for Aetna as well as the ARA.***



## **REMEMBERING JOHN DWYER**

John's obituary can be found on [Legacy.com](https://www.legacy.com)

Our Board of Directors was saddened to hear that John Dwyer passed away. John was instrumental in the organization of the ARA. His obligation to Aetna employees and retirees was sincere and dedicated through all the years.

One of our Board members (John Backer) worked with John and shared these thoughts with us:

“Some retirees may not be aware of John's incredible talent and versatility, i.e., he came up through the property casualty Claim ranks to Claim Manager, then made a detour that led to heading National Accounts property casualty Underwriting and Marketing, then headed Aetna's very successful Bond Underwriting and Marketing department. Finally, John returned to Claim as head of Aetna's property casualty Claim Department during very difficult times when we were forced to downsize to match expenses to income in a highly competitive environment. Then...post-Aetna John went on to head an offshore (Bermuda) reinsurance company. It takes rare intelligence, talent, perseverance and leadership to accomplish so much across the whole spectrum of property casualty insurance; Aetna's retirees were indeed fortunate to have John Dwyer as their advocate.”

I am extremely proud and grateful to have worked with and for John Dwyer, as are many Aetna retirees. To his credit, his bite was not as great as his bark, and his allegiance to Aetna and his employees was never in question.”



## **REMEMBERING BOB QUINN**

Bob's obituary can be found on [Legacy.com](https://www.legacy.com)

Our Board of Directors was once again saddened upon hearing of the loss of another founder, Bob Quinn.

One of our retired Board members, Emmett McTeague, who had known Bob, had a few comments to share.

“Those of us who knew Bob when he worked at Aetna knew he really cared about people. Most of his jobs were centered on helping all employees achieve their goals. But the reality is, we became most aware of his value when we worked with him directly. It was quickly clear that he cared about each person he worked with and he had a way of letting you know how important you were.

This caring carried into his retirement from Aetna. When Aetna decided not to pay for dental insurance and seemed to be on the verge of threatening other retiree benefits, he had to speak up. He had, over the years, assured to many people approaching retirement that the Company would stand behind written and implied promises. He just wanted people treated fairly. He was not one to stir up conflict. But he talked to an old friend also retired from HR and they soon started to formulate a response to what they saw as unfair treatment. They found others stood ready to help. John Dwyer was already out challenging what was being done and they quickly merged their efforts.

The Aetna Retirees Association got management's attention, achieved partial acknowledgement of the dental insurance problem and has seemed to stop further erosion of our retiree benefits.

Bob's participation showed retirees, as his work always had, that this Aetna executive still cared about them. As always, he was true to his word.”

## **AETNA RETIREES ASSOCIATION BOARD OF DIRECTORS**

There are many people working for Aetna retirees by “Helping Aetna Keep Its Promises” and other activities that help us all stay informed and in touch. While the Aetna Retirees Association website ([aetnaretirees.com](http://aetnaretirees.com)) reflects this information, we thought it would be a good time to remind you of who is working on your behalf.

Listed below are the directors on your board. Hope you both recognize them from our days at work but also note the high caliber of talent that is representing you and your interests.

Roger Anderson  
Warren Azano  
John Backer  
Mike Feehan  
Carl Galinsky

Robert Gilligan  
Doug Halbert  
John Perra  
Sharon Reed  
Phil Roberts

John Ruggiero  
Lee Simard  
Tom Trumble  
Ken Veit  
Dick Wenner

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*