

## Aetna

- Member Services: PPO: (800) 282-5366  
HMO: (833) 570-6670
- Pharmacy: For questions about your drug coverage, prior authorizations and step therapy call: (800) 414-2386
- Physician and hospital search:  
<https://www.aetnamedicare.com/findprovider>  
Or call: (833) 570-6670
- Formulary and medication look up:  
<https://www.aetnamedicare.com/formulary>  
Or call: (844)741-8423
- Dental and vision reimbursement requests:  
Fax:(866) 474-4040 (Secure Solutions can fax it for you.)  
Check with your agent for additional options.
- Silver Sneakers:  
To enroll by phone: (888) 423-4632  
To find a gym: [www.silversneakers.com](http://www.silversneakers.com) create online account, enroll.  
For a home exercise kit call: (866) 584-7389
- OTC: to order from your over the counter catalog  
Call 833-331-1573  
or visit <https://www.cvs.com/otchs/myorder> to find a local store where members can get their OTC benefits right off the shelf.
- LifeScan Diabetic One Touch monitors and test strips:  
Call (877) 764-5390 and use order code **123AET200** to order starter kit

- Hearing Aids:  
Call Nations Hearing to schedule appointment: (877) 255-0137
- Flu Shot Locations:  
Call (800) 727-9712
- ID CARDS- New ID cards are issued for renewing members when something that is posted on the ID card changes. Members not making a plan change will **NOT** receive new ID cards for 2021.
- All new member ID cards and members with plan changes have been sent. If a member needs a new ID card they can print one via their online Navigator, or request one via member services by calling 800-282-5366.