

Quality health plans & benefits  
Healthier living  
Financial well-being  
Intelligent solutions

aetna®

# Doing business with Aetna

**Name: Susan Kowalczyk, Network Account Manager**

**Date: March 10, 2017**



# Agenda

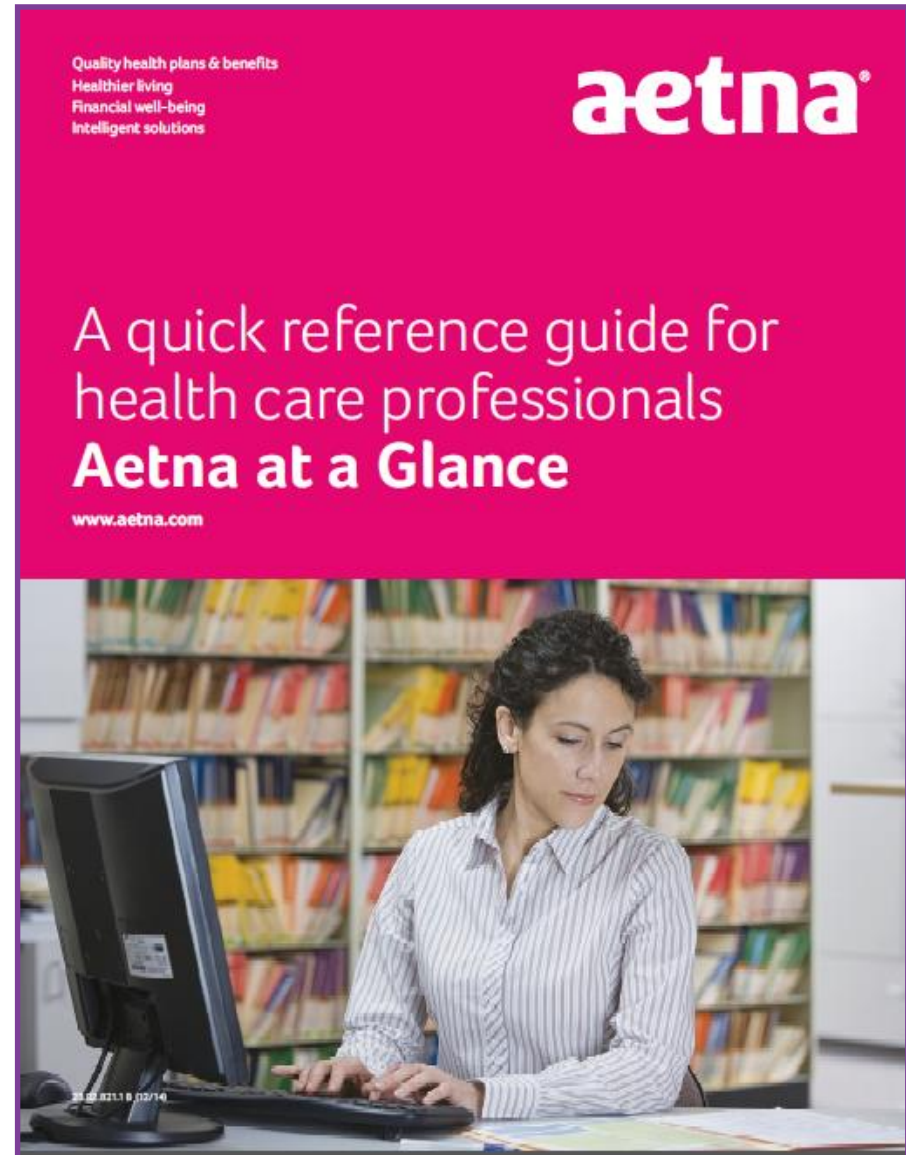
- NaviNet® self-service tools and transactions
- Educational resources for providers
- Reference tools
  - Aetna at a Glance
  - Aetna Benefits Products



# Aetna at a Glance

## Key tools:

- Website registration and navigation
- Transaction tips
- Contact information
- Regional information



# Aetna Benefits Products

## Descriptive plan features:

- PCP selection
- Referral guidelines
- Benefits category

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See how to work with  
**Aetna Benefits Products**

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

23.02.804.11 (12/14)

The advertisement features a teal header with the Aetna logo and tagline. Below the header is a photograph of a woman in a striped shirt smiling and handing a card to another person at a desk. The background shows bookshelves. A small text '23.02.804.11 (12/14)' is visible in the bottom left corner of the photo area.

# Contact information

## Call Center:

**HMO 800-624-0756**

**Non HMO 888 -632-3862.**

**For escalated issues, contact Bonnie Narducci, Network Manager**

**[NarducciB@aetna.com](mailto:NarducciB@aetna.com)**

**860 273 6520**

# Thank you



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