



Aetna CVS Health™ Individual & Family plans

Navigator contact sheet

Navigator assistance line

1-844-383-6125

Hours of operation

Monday through Friday
8 AM to 5 PM local time

Member services and billing

Member Services

Aetna®

1-844-365-7373

Prompt 4

Banner|Aetna

1-844-365-7374

Prompt 4

Innovation Health®

1-844-365-7375

Prompt 4

Hours of operation

Monday through Friday
8 AM to 6 PM local time

Medical claims address:

Aetna
PO Box 981106
El Paso, TX 79998-1106

Aetna Health of California Inc.

1-866-901-2922

Hours of operation

Monday through Friday
8 AM to 6 PM local time

Saturday

8 AM to 5 PM local time

Hours during open enrollment

Monday through Friday
8 AM to 8 PM local time

Saturday

8 AM to 6 PM local time

Medical claims address:

Aetna
PO Box 14079
Lexington, KY 40512-4079

Enrollment & billing

Members can view their enrollment and billing information on their member website. Visit **Aetna.com** for more details.

Aetna®

1-844-365-7373

Prompt 1

Banner|Aetna

1-844-365-7374

Prompt 1

Innovation Health®

1-844-365-7375

Prompt 1

Aetna Health of California Inc.

1-866-901-2922

Pharmacy

Aetna

Prompt 3

Banner|Aetna

Prompt 3

Innovation Health

Prompt 3

Aetna Health of California Inc.

1-866-901-2922

Rx claims address:

Aetna Pharmacy Management
PO Box 52444
Phoenix, AZ 85072-2444

Mail-order drug

1-888-RxAetna

(1-888-792-3862) (TTY: 711)

Ordering address:

CVS Caremark® Mail Service Pharmacy
PO Box 94467
Palatine, IL 60094-4467

To track and order Rx refills:

Go to **Aetna.com** to log in or download the Aetna HealthSM app

Specialty drug information:

CVS Specialty® pharmacy

Register online and manage refills at

[CVSSpecialty.com](https://www.cvs.com/specialty)

1-800-237-2767

Banner|Aetna plan and member only:

Call Banner Family Pharmacy at

1-844-747-6442

Other resources

Aetna member website and Aetna Health app

With the Aetna member website and Aetna Health app, members can:

- Check their claims status.
- Track spending towards their deductible and out-of-pocket maximums.
- Get cost estimates before they get care.
- Find in-network providers.
- View pharmacy benefits and what medications are covered.

- Access their ID card whenever they need it.

Members can also view and access their care options including virtual care. Visit **Aetna.com** for more details.

Provider lookup

Aetna/providersearch_aetna

Aetna/providersearch_banner_aetna (AZ)

Aetna/providersearch_innovationhealth (VA)

www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=aetnaivlexchange (CA)

Pharmacy lookup

Aetna/aetnapharmacy

Aetna/bannerpharmacy (AZ)

Aetna/ihpharmacy (VA)

Search for covered drugs

To see a list of commonly covered drugs (the formulary) in each state visit:

Aetna/azbhaivl (Banner|Aetna, AZ)

Client.formularynavigator.com/Search.aspx?siteCode=4917200183 (CA)

Aetna/deivl23 (DE)

Aetna/flivl (FL)

Aetna/gaivl (GA)

Aetna/ilivl23 (IL)

Aetna/moivl (MO)

Aetna/ncivl (NC)

Aetna/njivl23 (NJ)

Aetna/nvivil (NV)

Aetna/txivl (TX)

Aetna/vaivl (VA)

Aetna/vaihivl (Innovation Health)

Health plans are offered or underwritten or administered by Aetna Health of California, Inc., Coventry Health Plan of Florida, Inc., Aetna Health Inc. (Florida), Aetna Health Inc. (Georgia), Aetna Life Insurance Company, Aetna Health of Utah Inc., Aetna Health Inc. (Pennsylvania), or Aetna Health Inc. (Texas) (Aetna). Aetna is part of the CVS Health family of companies.

Health benefits and health insurance plans are offered, underwritten, and/or administered by Banner Health and Aetna Health Insurance Company and/or Banner Health and Aetna Health Plan Inc. (Banner|Aetna). Banner|Aetna is an affiliate of Banner Health and of Aetna Life Insurance Company and its affiliates (Aetna). Each insurer has sole financial responsibility for its own products. Aetna and Banner Health provide certain management services to Banner|Aetna. Aetna is part of the CVS Health family of companies.

Health plans are offered and/or insured by Innovation Health Plan, Inc. ("Innovation Health"). Innovation Health is the brand name used for products and services provided by Innovation Health Plan, Inc. Innovation Health Plan, Inc. is an affiliate of Inova and Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Innovation Health. Aetna is part of the CVS Health family of companies.

[AetnaCVSHealth.com](https://www.aetna.com)