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

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1177403-01-01 (08/22)
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

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

Aet.na/providersearch_aetna
Aet.na/providersearch_bannerAetna
(AZ)
Aet.na/providersearch_innovationHealth
(VA)
www.aetna.com/dsepublic/#/contentPage?page=providerSearchlanding&site_id=aetnailexchange
(CA)

Pharmacy lookup

Aet.na/aetnapharmacy
Aet.na/bannerpharmacy
(AZ)
Aet.na/ihpharmacy
(VA)

Search for covered drugs

To see a list of commonly covered drugs (the formulary) in each state visit:
Aet.na/azbhaivol(Banner|Aetna, AZ)
Client.formularynavigator.com/Search.aspx?siteCode=4917200183
(CA)
Aet.na/dei

VA

Search for covered drugs (Cont.)

Aet.na/ncivl
(NC)
Aet.na/njivl
(NJ)
Aet.na/txivl
(TX)
Aet.na/vai
(VA)
Aet.na/vaihl
(Innovation Health)

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Aet.na/vaihl
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