



CONTACT INFORMATION FOR THE STATE OF ALASKA POLITICAL SUBDIVISIONS
POLICY NO: 392675

Aetna Member Services Toll Free Number
1-800-426-3211

Aetna Precertification
1-888-893-7696

Claim Filing Address
Aetna
P.O. Box 14089,
Lexington, KY 40512-4089

Travel Preauthorization
Aetna Member Services
1-800-426-3211

Submit Enrollment and Change forms for all eligibility to:

Megan Lopez
Aetna, Inc.
2625 Shadelands Drive
Walnut Creek, CA 94598
Phone: 925-948-4195
Fax: 925-948-4181
Email: LopezM@aetna.com

She cannot assist with claim or billing issues.

Human Resources/Clerks/ Administrators Contacts Only
Claim or Service Issues:

Erin Hesse
Aetna Customer Service Team Lead
1-800-980-9670 extension 7011187 or
Direct (206) 701-1187
Email: HesseE@aetna.com

Premium/Billing Contact:

Aetna Inc.
John Stillwell
2625 Shadelands Dr
Walnut Creek, CA 94598
Phone: 925-948-4150
Fax: 860-754-5503
Email: stillwellj@aetna.com

Remittance Address for Payment

Aetna
Attn: National Accounts F911
P.O. Box 100621
Pasadena, CA 91189-0621

Premium Overnight Address

Bank One/Aetna WHO-AAS
2710 Media Center Drive
Building # 6, Suite # 120
P.O. Box 10027
Los Angeles, CA 91189-0027

Supplies request: Enrollment Forms and Navigator Brochures

Catie Lynch
Marketing Coordinator, Aetna National Accounts
Phone: 206-701-8074
Fax: 866-434-7660
Email: LynchC1@aetna.com

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Alaska Municipal League Joint Insurance Association, Inc.

(The State of Alaska's agent for the plan)

Kate Young

katey@amljia.org

AMLJIA

807 G Street, Suite 356
Anchorage, AK 99501

Phone: 907 258-2625

Fax: 907 279-3615

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State of Alaska

(Policy/Contract holder)

Freda Miller

Freda.Miller@alaska.gov

Phone: (907) 465-2334, PO Box 110203, Juneau AK 99811-0203