

Contact Information for Aetna Members

Aetna Navigator™

(Your Secure Member Website)

- Go to www.aetna.com
- Log in to Aetna Navigator™
- If you are a first time user, select "Register Now"

Aetna DocFind

(Your Provider Directory)

www.aetna.com/docfind

Medical

Member Services

Railroad Employees National Plan: 800-842-4044
United Transportation Union: 888-332-8742

Operators Available 8am-5pm Eastern Time

Claim & Correspondence Address

Aetna
P.O. Box 981106
El Paso, TX 79998-1106
www.aetna.com

Dental

Member Services: 877-277-3368

Claim & Correspondence Address

Aetna
P.O. Box 14094
Lexington, KY 40512
www.aetna.com

Aetna Care Management & Wellness Programs

- Disease Management: 866-269-4500
- Weight Loss: 800-606-1031
- Smoking Cessation: 800-650-2747
- 24 Hour Nurse line: 800-556-1555