

Currently, there two ways to communicate via email with Customer Service:

- **Option 1:** www.aetnastudenthealth.com: From the Welcome Page of ASH website, in the upper right hand corner, there is a link to “Contact Us”. This is creates an email that is sent directly to our Customer Service Team. The Student’s school would be identified by our CSR’s based on what is chosen from the drop down menu.

aetna® Welcome Page at www.aetnastudenthealth.com | Select School | Aetna Navigator | **Contact Us** | Administrators

Home | Contact Us

* **School Name**
Northwestern University

* **Student Name**
Name

* **Student ID**

* **Date of Birth**
MM / DD / YYYY

* **Phone Number**
Area code - Prefix - Phone part 2

* **Email Address**

* **Related Issue**
Please Select

* **Your Question/Comments**

Submit

Phone and Address:

Customer Service
P: 877-437-6535

Mail
Aetna, Student Health
151 Farmington Avenue
Hartford, CT 06156

Please Select
ID card
Enrollment
Referral Requirements
Studying or Traveling Abroad
Prescription Drug Information
Coverage & Benefits
Filing Claims

- Option 2: Aetna Navigator®:** From the Home page of Navigator, in the menu bar at the top of the page, there is a link to “Contact Us”. This link provides **(1)** information about the various support areas – either their mailing address or phone number; and, **(2)** You are given a place to send an email directly to ASH Customer Service. Because it is coming from Navigator, our CSRs can look the student up in our eligibility/claims system to know which student plan they are covered under.

