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 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.
• **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.

Members can mail or call the various Support areas listed.

Members can also send an email directly to the Aetna Student Health Customer Service Team. They can include up to 5 documents (e.g. an EOB) to support their questions. These emails filter to one system where they are answered within 24 hours on a first-in, first-out basis.

This is also how a member can request a Certificate of Coverage listing their coverage dates if they are graduating and moving to an employer plan. Navigator provides a level of security for its emails which allow our CSR’s to accept and reply to this Cert request.