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

• Option 1: <u>www.aetnastudenthealth.com</u>: 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.aetnastudenth	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 and Address: Customer Service P: 877-437-6535 Mail Aetna, Student Health 151 Farmington Avenue Hartford, CT 06156
Phone Number Area code Prefix Phone part 2 Email Address Related Issue	Please Select ID card Enrollment Referral Requirements Studying or Traveling Abroad Prescription Drug Information Coverage & Benefits Filing Claims
Please Select * Your Question/Comments Submit	

• 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.

	ID Card Profile Contact US Log Out	Contact Us - Internet Explorer	Members can mail or call the various Support areas listed.
	See Coverage & Costs Stay Healthy Manage Prescriptions age for our Members ()	Most of our service centers are staffed 8 am to 6 pm io Medical For customer service, please call: 1-877-261-8403 TTY for hearing- and speech-impaired people only: 711 AETNA STUDENT HEALTH P.O. BOX 981106 EL PASO, TX 79998-1106	cal time. Some have longer hours. Dental [®] 1.877-238.6200 TTY for hearing- and speech-impaired people only: 711 [™] AETNA P.O. BOX 14094 LEXINGTON, KY 40512-4094
Find Care > Manage Claims > Doctor & Hospital Caims Destsi Caims Dynamacy Barnasion of Benefits Pharmacy Caims Paramacy Caims Destrict Caims Destrict Privacy Ce Caressibility Services Enspañol Copyright 6 2001-2018 Aetma Inc. Privacy Ce Canaded a secure message to our Member Services *Required information *Language Assistance: Español Privacy Ce Copyright 6 2001-2018 Aetma Inc. Select	Pharmacy I 1888-792-3862 TTY for hearing- and speech-impaired people only:	Informed Health@ Line	
 ✓ Upload attachment(s) Select Add up to We will reply to the email address below. If you are submitting a complaint or appeal, we will If this email address is incorrect or you no longer uplelow. * Email address: guestemail@aetna.com *Your message (up to 9,599 characters) 		e it. please update it Members can also send an email di Team. They can include up to 5 doo These emails filter to one system w first-out basis.	irectly to the Aetna Student Health Customer Service cuments (e.g. an EOB) to support their questions. where they are answered within 24 hours on a first-in,
	[Total characters typed: 0 Total characters remaining: 9,59 Send Cancel	dates if they are graduating and m of security for its emails which allow	uest a Certificate of Coverage listing their coverage oving to an employer plan. Navigator provides a level w our CSR's to accept and reply to this Cert request.