

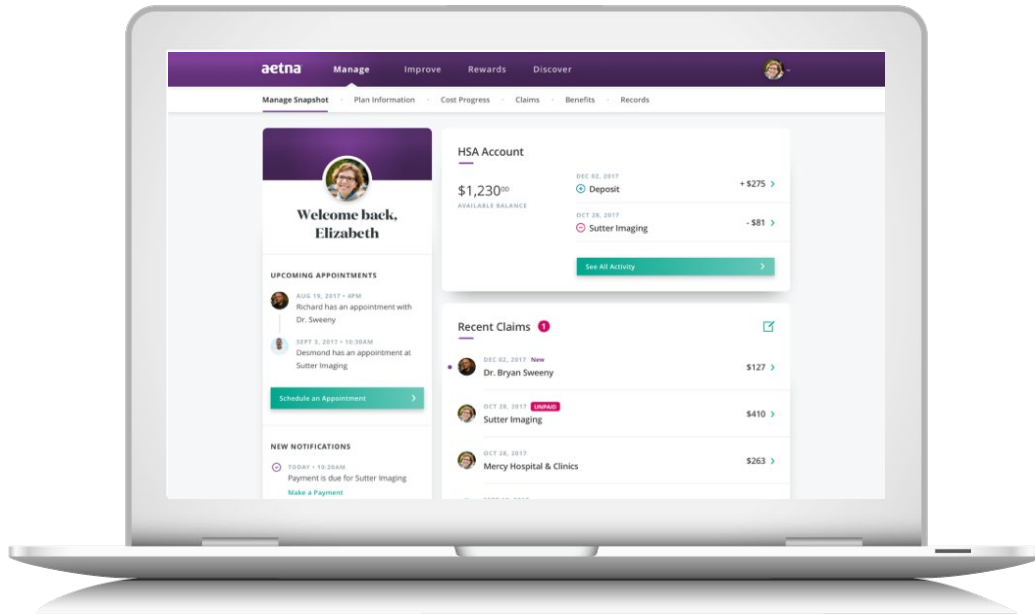
Aetna Customer Service

Great News! Aetna has a dedicated team designated to Hanover County employees and they are ready to answer your questions related to the medical, pharmacy, and dental coverage. Employees and their families can reach out to Aetna to get answers to questions related to your enrollment options and plan design.



Need assistance or have questions?
Call member services at 833-732-1971
Monday – Friday: 8am – 6pm EST

Your Aetna member website



- View your health plan summary
- Manage your claims
- Search for providers and procedures
- Get cost estimates
- Track spending and progress towards your deductible and out-of-pocket maximum
- Access your ID card
- Get recommended health actions

It's easy to register for your secure member website.

Once you get your Aetna ID card:

Go to www.aetna.com

Click "Register now"

Aetna Health app

With the Aetna Health app, you can:



View your health plan summary and get detailed information about what's covered.



See claims details and pay claims for your whole family.



Search for providers, procedures and medications.



Get cost estimates before you get care.



Track spending and progress toward meeting your deductibles for you and your family.



Talk with a doctor anytime by phone or video chat from the comfort and safety of home.



Access your ID card whenever you need it.



Receive personalized health reminders.

