



# Ready, set, go

Get started with Aetna Medicare Direct

**You're eligible for the Aetna Medicare Direct program. Please call us so we can enroll you, your spouse or any eligible dependents.**



**Please call the number on the back of your ID card.**

We can enroll you, your spouse and your eligible dependents, too. Be sure to have their Medicare numbers handy.

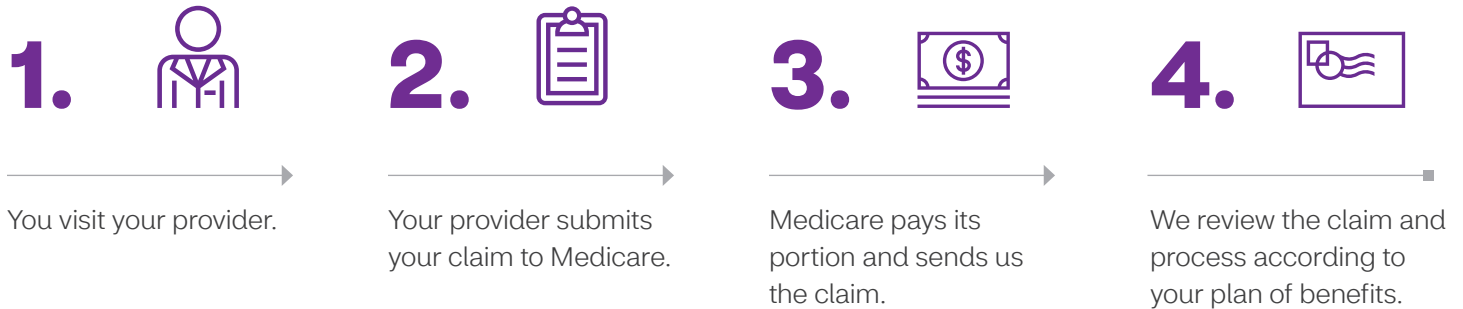
[AetnaInternational.com](https://www.aetna.com)

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# Claims made easy

Here's how Aetna Medicare Direct works:



## Common questions

### Who is eligible?

To qualify for Aetna Medicare Direct, you must be:

- Currently enrolled in Medicare Part A and/or B
- Covered under your former company's medical plan (your secondary carrier)\*

### Do I need to file a claim?

No, you don't have to do anything. Once your provider files a claim, we take care of rest. And you'll see it noted on your Medicare Explanation of Benefits (EOB).

### What if I receive care in other locations?

Your claims will be processed no matter where you are — even if you receive health care in two different states.

### How do I ensure my claim was filed?

Your Medicare EOB should include a sentence similar to "unpaid charges have been forwarded to your secondary carrier." If you don't see anything like that, you may need to file the claim yourself.

### What should I tell my provider?

Tell them you're enrolled in Aetna Medicare Direct. And let them know not to submit claims to us for supplemental benefits. The claims will be filed automatically.

### How do I cancel Aetna Medicare Direct?

If you wish to cancel the Aetna Medicare Direct program, call us at the phone number on your member ID card. Have your Medicare number handy.

**Just one more thing ...** if your Aetna® medical benefits are canceled, or if Aetna is no longer your secondary carrier, please let us know. Just call the phone number on your member ID card.

\*Please note: If Aetna is not your secondary carrier, you should not participate in Aetna Medicare Direct.

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