

Simple

AutoNation Critical Illness Insurance plan

Filing claims for supplemental health benefits couldn't be easier

Get cash benefits fast

If you or a covered family member experienced a serious illness, you can get cash benefits.

For AutoNation associates, it's easy to submit claims on the member portal

Go to www.myaetnasupplemental.com or the **My Aetna Supplemental** mobile App. (You'll need your Member ID or social security number to register on the site.)

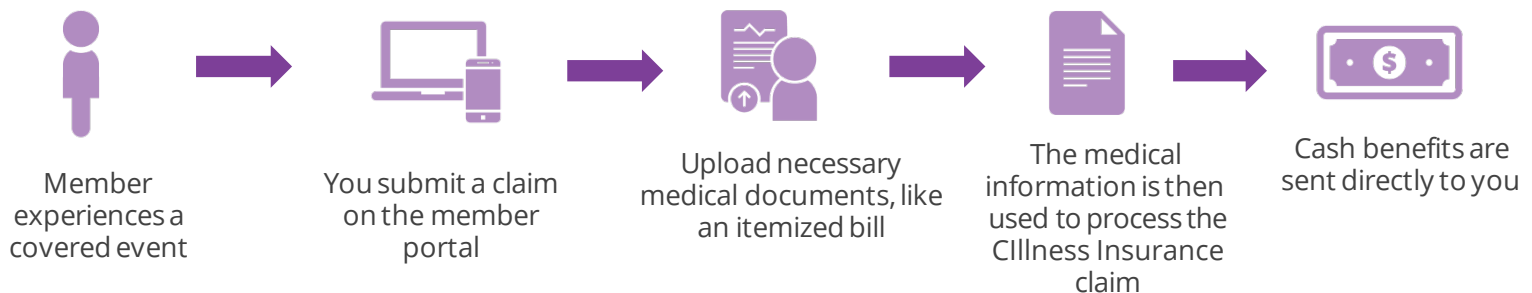
1. Click on "Report New Claim".
2. Choose "Critical Illness" for the Benefit Selection. Follow the prompts.
3. Follow the remaining steps and answer the questions.
4. Upload related medical documents.
5. Review your claim for accuracy and submit.

How do I file a dependent claim?

Download a paper claim form from www.knowyourbenefits.org.

1. Mail completed claims forms to Aetna Voluntary Plans, PO Box 14079, Lexington, KY 40512-4079 or fax to **1-859-455-8650**.
2. You will be required to provide proof of dependent eligibility at time of claim, such as:
 - Spouse - marriage certificate
 - Biological child - birth certificate
 - Adopted child - adoption papers
 - Step-child - tax documents

How does the member claims process work?



Have questions? Need help?

View your benefits summary on our secure member portal or the knowyourbenefits.org site. Or call our Member Services Monday through Friday, 8 a.m. to 6 p.m. at **1-800-607-3366 (TTY:711.)**



Non-Discrimination Notice

Aetna complies with applicable Federal civil rights laws and does not discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

Aetna provides free aids/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, call 1-888-772-9682.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator, P.O. Box 14462, Lexington, KY 40512
1-800-648-7817, TTY: 711, Fax: 859-425-3379, CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

Availability of Language Assistance Services

TTY: 711

For language assistance in your language call 1-888-772-9682 at no cost. (English)

Para obtener asistencia lingüística en su idioma, llame sin cargo al 1-888-772-9682. (Spanish)

欲取得以您的語言提供的語言協助，請撥打1-888-772-9682，無需付費。(Chinese)

Pour une assistance linguistique dans votre langue, appeler le 1-888-772-9682 sans frais. (French)

Para sa tulong sa inyong wika, tumawag sa 1-888-772-9682 nang walang bayad. (Tagalog)

Hilfe oder Informationen in deutscher Sprache erhalten Sie kostenlos unter der Nummer 1-888-772-9682. (German)

للمساعدة اللغوية بلغتك الرجاء الاتصال على الرقم المجاني 1-888-772-9682. (Arabic)

Pou jwenn asistans nan lang pa w, rele nimewo 1-888-772-9682 gratis. (French Creole)

Per ricevere assistenza nella sua lingua, può chiamare gratuitamente il numero 1-888-772-9682. (Italian)

日本語で援助をご希望の方は 1-888-772-9682 (フリーダイヤル) までお電話ください。 (Japanese)

본인의 언어로 통역 서비스를 받고 싶으시면 비용 부담 없이 1-888-772-9682번으로 전화해 주십시오. (Korean)

برای راهنمایی به زبان شما با شماره 1-888-772-9682 بدون هیچ هزینه ای تماس بگیرید. (Persian)

Aby uzyskać pomoc w swoim języku, zadzwoń bezpłatnie pod numer 1-888-772-9682. (Polish)

Para obter assistência no seu idioma, ligue gratuitamente para o 1-888-772-9682. (Portuguese)

Чтобы получить помощь с переводом на ваш язык, позвоните по бесплатному номеру 1-888-772-9682. (Russian)

Để được hỗ trợ ngôn ngữ bằng ngôn ngữ của bạn, hãy gọi miễn phí đến số 1-888-772-9682. (Vietnamese)
