

# Aetna - We're Here to Help

It's hard to believe, but the Medicare Annual Enrollment Period starts in less than a week. And Aetna is here to help.

Be sure to submit your applications as soon as possible; you don't have to wait until the start of AEP. And once you've submitted your applications, they will be with you every step of the way.

## Anytime help online

Want to know real-time status of your application? Just go to the [Pending Business Dashboard](#). If any information is missing or incomplete, the dashboard will provide those items in a list.

Aetna also offers an [escalation tool](#) for any application that has been at the home office for 14 calendar days or more that needs extra attention.

Using the website or email are the quickest ways for Aetna to help you, but if you need to chat with someone on the phone, be sure to listen to the phone prompts and contact the [appropriate department](#) to avoid wait times and being transferred. **Pro tip: Mondays and Tuesdays tend to have the highest call volumes during AEP, so call later in the week for even faster service.**

We look forward to helping you make this your best AEP yet!

Please [click here](#) for Aetna's release

For more information, please contact Matthew Pang at [mpang@martinins.com](mailto:mpang@martinins.com)



## Any Questions or Feedback?

Please contact Jessica Martin  
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