



**Aetna Medicare members to receive NEW HMO ID cards soon—  
Remind your clients in CA to replace and use their cards by  
January 1, 2021**

We're upgrading the system we use to administer HMO health plans. That means some basic information, including member ID numbers, will change. We're sending our California members a new Aetna Medicare HMO ID card. Whether they've actively changed to a new Aetna HMO plan or elect to remain in one of the current plans below, members will receive a new member ID card for plan year 2021.

- Aetna Medicare Select Plan (HMO) H0523-002; 022; 052 and 031
- Aetna Medicare Prime Plan (HMO) H0523-061
- Aetna Medicare Plus Plan (HMO) H4982-001, 002, 003, 004, 005, 006, 007

Existing HMO members in California should have received or will soon receive their new ID cards in the mail. Please let them know to keep an eye on their mail, so they don't miss this important delivery. Members should look for a purple envelope that clearly states, *"Your new member ID card is enclosed."*



## Let your members know about important ID changes

**Important: As of January 1, 2021, member's information and benefits will be migrated over to their new ID number.** They'll need to show their new ID card to their providers any time they receive medical care in 2021. And be sure to remind your members to replace their current ID card with the new card on January 1, 2021.

- Currently, these members have alphanumeric IDs, starting with "MEB." But starting in plan year 2021, the new IDs will have only numbers, beginning with "101."
- 2021 ID cards will continue to show members' specific primary care physician (PCP) or the provider office name and IPA/Medical Group name.** Members shouldn't worry, unless they don't recognize the provider name and the IPA/Medical Group, or they'd like to change their provider. Either way, please direct members to call the number on their ID card. We'll send them the correct PCP and ID card immediately.
- Members may see a different Customer/Member Service phone number on their new 2021 ID card. Their card may show the 2020 number, **800-282-5366**, or the new 2021 number, **888-268-9800**. They may also see a different web link, [AetnaMedicare.com](https://www.aetna.com). Regardless, if members use an old number or web link, they'll still get to the same locations.
- On the back of the new ID card, members will see the new 24-hour nurse line, **855-493-7019**.

## Questions?

For any questions, you can contact your local Aetna Medicare broker manager in Northern California:

|                                 |              |  |
|---------------------------------|--------------|--|
| Northern CA: Marin, Santa Clara | Kevin Surles | <a href="mailto:SurlesK@aetna.com">SurlesK@aetna.com</a><br>415-205-1489 |
|---------------------------------|--------------|--|

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|---|----------------|--|
| <b>Northern CA: Alameda,<br/>San Francisco</b>                            | Sarah Endriss  | <a href="mailto:EndrissS@aetna.com">EndrissS@aetna.com</a><br>510-362-2917   |
| <b>Northern CA: Placer, Sacramento,<br/>San Joaquin, Stanislaus, Yolo</b> | Loree Etchison | <a href="mailto:etchisonl@aetna.com">etchisonl@aetna.com</a><br>559-930-4884 |

And for any questions involving Southern California, you can reach out to your local Aetna Medicare Broker Manager:

|                                 |                |  |
|---------------------------------|----------------|--|
| <b>Orange; San Diego</b>        | Lisa Montedore | <a href="mailto:montedorel@aetna.com">montedorel@aetna.com</a><br>949-599-8871 |
| <b>San Bernardino/Riverside</b> | Annette Todd   | <a href="mailto:ToddA@aetna.com">ToddA@aetna.com</a><br>951-906-2010           |
| <b>Los Angeles</b>              | Michael Mulvey | <a href="mailto:MulveyK@aetna.com">MulveyK@aetna.com</a><br>323-646-3950       |
| <b>Central Valley and Kern</b>  | Dave Ross      | <a href="mailto:RossD@aetna.com">RossD@aetna.com</a><br>661-332-2094           |

**Please contact our local Broker Support Representatives for Ready To Sell (RTS) questions, contracting and commissions assistance, application status, and other broker-related questions.**

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| <b>Amanda Bard</b><br><a href="mailto:barda1@aetna.com">barda1@aetna.com</a><br>714-972-3213 | <b>Richard Gleason</b><br><a href="mailto:GleasonR@aetna.com">GleasonR@aetna.com</a><br>925-948-4211 |
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**Help/Contact us:**

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