



Individual & Family plans broker bulletin



Renewals made easy

Find the answers you need quickly in the **2024 Broker Renewal Guide**. You're busy getting ready for open enrollment. We're making member renewal easy so you can focus on growing your business.

[View the renewal guide](#)



2024 trainings have begun

There's still time to sign up for training in your area. Check out upcoming training dates and select the training that best suits your schedule.

[Sign up today](#)



Aetna CVS Health is dedicated to teaming with brokers

We make getting appointed simple and easy. **Start the process** today! If you have any questions about your appointment, call **1-866-511-2863 (TTY: 711)** or email us at **LAAU@Aetna.com**.



Renewing member communications

As renewal season begins, member renewal communication samples will be posted to Producer World as available, under the **Quote|Enroll|Renew** tab.

- **October** | Renewal messaging begins in digital channels plus direct mail for some members
- **Late October – early November** | Renewal letter mailed to all renewing members
- **Mid November – Mid December** | ID Card mailing with new program insert begins
- **November – December** | Payment email outreach

Additional communications include:

- **Readmissions campaign** launched in August and targeted members with upcoming or recently concluded inpatient acute hospital stays to prevent them from being readmitted.

- **Regular bill payment reminders** are sent monthly to let members know they are past due.
- **Suspension bill payment reminder emails** are sent on a regular basis to members that are nearing the end of their 90-day grace period or 30-day grace period, letting them know their coverage is at risk if their payment is not made before the end of their grace period.



Your help is needed: Ensure your clients' member profiles are updated in Aetna Health

Members who understand their benefits are more satisfied with their plan. When members update their email, mobile number and language preference they will receive important renewal and plan information.

Please encourage your clients to **register for their member website** and update their profile information and **preferences**. They can make updates by clicking on their name in the upper right corner of the member website home page.

Please also ensure that your contact information in **Producer World** is accurate so we can keep you informed and continue to communicate new updates and information with you.



Producer World® can help you grow and manage your book of business

Be sure to explore all of the helpful features available to you, including easy access to compensation statements, the Membership Status report, and much more.

Visit the **Individual tab** in Producer World to learn more.



Questions?

Go to **[AetnaCVSHealth.com](https://www.aetnaCVSHealth.com)** or contact our Broker Service Unit at **1-844-226-4542 (TTY: 711)**.