

What does the wellness advocate ask during a VBE call?

General information

Good contact information will help Aetna reach members for a Welcome Call and get them connected with the right resources now. The wellness advocate will also ask about their language preference, race and ethnicity so we can develop programs that address unmet health care needs. However, members don't have to answer any questions they don't want to.

Primary Care Physician (PCP)

The Wellness Advocate will ensure they have selected a PCP if one was not listed on their enrollment application. Building a relationship with a PCP is important because they can take care of the members' preventive care, help them diagnose diseases and illnesses before they become real health problems and help them find the right specialists when they need them. The wellness advocate will encourage members to pick one.

Health Risk Assessment (HRA)

At Aetna, we take a total approach to health, which means not only taking care of our members when they are sick but keeping them healthy as well. To help us guide them on their path to better health, the HRA will help us understand if they:

- Have any chronic conditions, such as diabetes, congestive heart failure or chronic obstructive pulmonary disease
- Routinely receive preventive screenings, tests and care for any chronic conditions
- Have preferences in terms of how we can support their health management

AEP/OEP VBE hours: 8am to 8pm all time zones, 7 days a week

April 1–Oct 14, 2020: 8am to 8pm ET, Monday – Friday

- English VBE Wellness Callback numbers
 - (833) 923-1469 or (833) 923-1470
- Spanish VBE Callback numbers
 - (833) 923-1651 or (833) 923-1680



Additional Assistance (knowing where to go will get your questions answered faster):

Issue	Where to get help
License deactivated	AscendHelp@aetna.com
Missing sales materials within Ascend	AscendHelp@aetna.com
Update/change to user name/email	AscendHelp@aetna.com
Procedure or utilization questions	AscendHelp@aetna.com
Need you password reset	Select "Forgot Password" from the log-in screen
Software won't open	866-338-7772 or help@ascendproject.com
Software opens and closes	866-338-7772 or help@ascendproject.com
Installation issues	866-338-7772 or help@ascendproject.com
"Run Time Errors" (Windows devices)	866-338-7772 or help@ascendproject.com
Enrollment verification questions	brokersupport@aetna.com
Commissions questions	brokersupport@aetna.com

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance and its affiliates (Aetna). Prior to engaging in the sale of Aetna Medicare products, producers must be ready to sell, which means certified, contracted, licensed in the applicable states, and appointed by Aetna in accordance with state law. As permitted in certain states, Aetna will order appointments after the first sale. This communication is intended for use by brokers only and is not intended for distribution to Medicare beneficiaries. Any publication or distribution of this communication to unauthorized recipients without Aetna's approval is prohibited.

©2019 Aetna Inc.
90.03.073.1 (11/19)