

**Medical Insurance Administrator for HQ Staff, Dependents, and Retirees Residing Inside the U.S.,
Aetna – Contact**

Summary

Aetna is one of the medical insurance administrators for the Medical Insurance Plan (MIP) members. The MIP applies to eligible headquarters’ hired staff, retirees, and their eligible family member(s) for medical plans living inside or outside the U.S.

- [Find a Doctor](#)
- [Form - 892 - MIP: Aetna Claim for Reimbursement of Medical and Hospital Expenses](#)

Aetna Phone, Fax & Mailing Address

Web: <http://www.aetna.com/> Email: mclaims@aetna.com Use this email address for claims questions & electronic claims

Aetna Phone numbers for Medical:		Aetna Fax Number:	
Customer Service 24/7:	1-800-723-8897	Fax for Medical:	1-800-475-8751 or 1-859-425-3363
Aetna MIP World bank staff support number:	1-202-473-8666 or x38666	Fax for Dental:	+1-860-754-0302 Attn: World Bank Team 81
Collect calls:	1-813-775-0190		
Aetna Postal address for claims reimbursement: Aetna - World Bank MIP P.O. Box 14199 Lexington, KY 40512-4199		HR Operations for claims reimbursement: (mail service only) MIP Claims/Aetna, MSN MC C3-309	