

May 1, 2009

Dear Retiree,

I hope you are doing well in your retirement.

The Benefits Office has been made aware that some Medicare claims are not automatically crossing over to Aetna to be paid. We have been working closely with Aetna to resolve this issue and expect to have the process in place by early May.

In the mean time, you will need to submit any paid Medicare claims to Aetna manually. Please follow these instructions when filing a manual claim (remember only after Medicare has paid):

- Complete the Aetna Medical Benefits Request form (enclosed)
- Attach a copy of an itemized bill from the provider
- Attach a copy of the Medicare Explanation of Benefits

Mail your claim to: Aetna
 P.O. Box 981106
 El Paso, TX 79998-1106

Please feel free to call me at 906-487-3184 or my email address is kphext@mtu.edu if you have any questions.

Sincerely,

Karen Hext
Benefits Coordinator