

Date: 24 Feb 2012

## **TTC - February 2012 Newsletter**

This year has already been very busy for us here at TTC. Two weeks ago we hosted Aetna at our office for our annual renewal meetings of our programs. In the next few weeks we should have our updated benefits and premiums that will come into effect for policies starting May 1st 2012 onwards.

### **Service Issues**

In the past few months we have received feedback from some of you that you have been experiencing unexpectedly poor levels of service in your interactions with Aetna. This has been a significant problem, and we have been very open in our criticism of this towards Aetna, pointing out that this is not what we expect or aspire to for our members. In our meetings Aetna were very contrite, and have admitted that they are aware of the problems, and also the cause, and are putting every effort towards improving the situation, and hopefully getting to a situation that was better than we had before. In September/October 2011 Aetna underwent a major shift by relocating a couple of their major offices (*handling customer contacts and claims handling*) in Dubai and elsewhere to the Philippines. They have shown us the reasoning for this, and there are going to be major improvements in the long-run as a result. Unfortunately in the present this has caused a number of problems including a significant delay in resolving some simple issues that previously took only days to resolve.

Please know that we are as frustrated with these problems as you are, and we are making this very clear to Aetna. We spoke very candidly face to face with the senior operations manager who is responsible for the transition and the teams who handle our members' queries, and she was very apologetic and knows our position. After our meetings please know that we do have confidence in the people that we have met with, and although we do expect ongoing issues for a couple more months as they complete this transition and train up the new staff that they require appropriately, we can see this will eventually lead to a better system. Since our meeting we have also seen many of the cases that we highlighted resolved in a timely fashion.

This isn't being treated lightly, and is not anyone's expectation of the service that you should be experiencing. So, if you are currently experiencing problems with any interaction that you are having with Aetna, be it relating to a claim or anything else; please let us know immediately, so that we can highlight this to Aetna and have it fast-tracked.

### **Membership ID**

One positive that has come out of this experience has been that we have identified that Aetna customer service representatives are struggling to identify our members within the Aetna systems, and there should be a simple solution to this. TTC have historically provided our members with a certificate number, which Aetna could use to identify our members in their system. Unfortunately, in certain instances, this was unfamiliar to Aetna customer service representatives, so they incorrectly informed members that they were not in the system, and uninsured. Going forward members will be issued with a new Aetna Member ID that is global and will not change as long as you are a TTC member. This will be provided to you in the next few weeks, as Aetna assigns them, and will simplify the process of identifying yourself to Aetna.

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### **Online Claims - Update**

During our meetings Aetna also demonstrated to TTc the online claims submission and tracking tool, along with a number of other online tools that will be made available to our members. Some of the information and functionality is currently being tailored for our members, and we hope to make this available to you soon.

Thank you for your continued support, and please accept our apologies if you have suffered from drops in the service levels from Aetna. Please let us know if you are experiencing any ongoing problems, and we will ensure that they are looked into quickly.

Blessings, Nathan Lyon  
TTc ... serving alongside

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