



## GREATER HOUSTON BUILDERS ASSOCIATION CONTACT REFERENCE SHEET

If you have questions about your **monthly invoice, adding or terminating employees/dependents, changing group employee/dependent information, qualifying event definitions, or learning more about accessing your account information online** please contact the number below:

- Changes must be faxed to the number below, where they will be processed within 48 hours. DO NOT SEND CHANGES DIRECTLY TO AETNA.

### Concero Services

By Telephone: 1-877-294-5831  
By Fax: 1-877-225-0463  
By Email: [txcustomersupport@concerogroup.com](mailto:txcustomersupport@concerogroup.com)  
Hours of Business: Monday - Friday  
10:00 a.m. to 6:30 p.m. CST

If you or your employees have a question about **benefits, eligibility, provider networks, changing your primary care physician and/or claims processing/status**, you may get answers from:

### Aetna Member Services

Medical : 1-888-416-2277  
Dental: 1-877-238-6200  
Hours of Business: Monday - Friday  
8:00 a.m. to 8:00 p.m. CST

If you pay your monthly premium by check, your payment is due on the 1st of the month. The check should be made payable to GHBA and mailed to:

Concero Services  
PO Box 80640  
Portland, OR 97280