

Health Hub guide

October 4, 2021

46.25.909.1-AP



Manage health care anywhere, anytime

Members know they can reach us from anywhere in the world via our 24/7 hotline.

We also have a secure member website and mobile apps where members can:

- Find nearby doctors and hospitals for direct settlement
- Access their digital Member ID card, plan details and all documentation relating to the policy
- Submit claims faster and easier
- Browse health and wellness topics



Set Language English Logout

[Home](#) [Plan & details](#) [Claims](#) [Find health care](#) [Well-being](#) [FAQs](#)

COVID-19: Extra support for members

Hello, welcome to your personal Health Hub

You're in the right place to get the most out of your Aetna plan.

Your claims

See your previous claims or make a new one.

[View existing or past claims →](#)
[Start a new claim now →](#)

Your plan details

Member ID 2330250

View your plan details which includes access to your ID cards.

[Your important documents →](#)

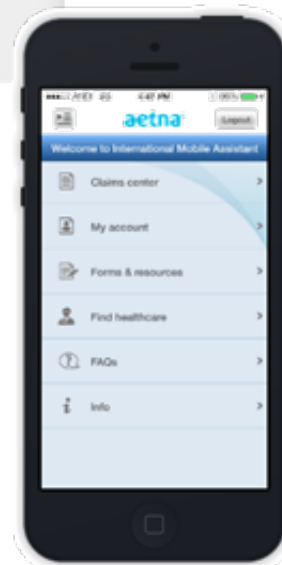
Your well-being

We've made some major changes to our Aetna well-being pages to make it easier for you to explore the resources and services available to you.

[Explore your well-being now →](#)

Find health care near you

Use our provider directory to access the right medical care for you. Where relevant, we will guide you through getting approval before your treatment.

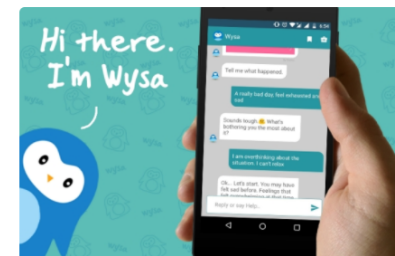


Get more from your plan with Aetna Mind



A wide range of self-help resources, professional services and special member offers to support your emotional health

[Explore Aetna Mind](#)



Free, confidential, conversational support with Wysa

Help and support for any fear, anxiety and worry you may be experiencing. Wysa is the perfect companion to help you explore the answer to that simple yet sometimes most difficult of questions: "How are you today?"

Anonymous support on demand, through an easy to use, engaging mobile app. It's safe, confidential and available 24/7 as a well-being partner-in-your-pocket.

[Learn more about Wysa and download →](#)



Health Hub Registration



Welcome email

A Welcome Email will be sent upon successful enrolment based on information received through your plan sponsor.

The email will contain a link to log in to Health Hub, or to register for an account.

The digital Member ID card is accessible via our secure member website, Health Hub.

Visit the **Welcome page** to get started or:

- If you're a **Summit** plan member, click on "Activate now".
- If you're **Pioneer** plan member, click on "Get started".

Welcome to Aetna

Hello %%First Name%%,

Thank you for choosing Aetna. We appreciate the opportunity to help you reach your health goals.

Get online to begin

Visit our **welcome page** to start making the most of your Aetna International health and well-being benefits and learn how to activate your Health Hub account if you haven't already. You'll find everything you need to know about your plan on Health Hub, your secure member website available from your computer, phone or tablet.

Activating your account is easy

To activate your Health Hub account, simply copy the ID/Plan information provided and click the 'Activate now' button below. If any of your personal data is incorrect, please call us on +84-24-4458-3363.

Member Details

Type	Last Name, First Name	ID
Primary insured	Smith, Jane	*****
Spouse	Smith, John	*****

Health Hub lets you ...

- Access your digital member card and search for health care providers
- Submit claims quickly and track them with ease
- Access exclusive member offers to support your mind and body

Our members use Health Hub because it's the quickest, most convenient way to manage your health...anytime, anywhere. So don't wait!

Activate now

Please note: you can register for Health Hub on or after your plan's start date.



Welcome to the promise of healthy ... anytime, anywhere

Jane, you can rely on us.

Thank you for trusting us to help you reach your health goals. Your Aetna plan is a great way to support your health and wellness journey.

Your member ID card: For cashless outpatient claims

You can access your member ID card by logging into our secure member portal, Health Hub*. To enjoy cashless outpatient claims, simply flash your card on your mobile phone when you visit one of our direct billing medical providers. A valid government-issued ID will also be need to be presented for identity verification.

*Please note that you can only register for Health Hub on or after your plan's start date.

Member Details

Type	ID	Name (Last name, First name)
Primary Insured	*****	Smith, Jane
Spouse	*****	Smith, John

Make the most of your Aetna plan

Visit our **welcome page** to get started on how to use your cover.

There, you'll find instructions on how to register for **Health Hub** - a secure online space where you can:

- Submit and check your claims
- Search for a health care provider

Access well-being resources available on your health benefits, including online self-help content and specially selected offers

Get started



Welcome page

Accessible from your Welcome email, the Welcome page also contains a link for you to log in to Health Hub, or to register for an account.

You may reference the Health Hub user guide and other useful resources here

♥ aetna®

Welcome to Aetna International

We're so glad to have you as a member

We believe every Aetna International member deserves more than just health insurance. You deserve a health and well-being partner with the knowledge, innovation, thought leadership and resources to help you live a healthier, more fulfilling life.

The information on this page will help you understand and make the most of your Aetna International health and well-being benefits. So, go ahead and explore ... and start living a healthier life today!

Explore Health Hub — your online gateway to better health

As an Aetna International member, you have access to health and well-being resources, services and special offers through **Health Hub**, your secure member website.

With Health Hub, you can find care, request pre-authorisation, access your plan documents, and take advantage of industry-leading tools to help you manage your benefits and your health. Read on for some resources to help get you started.

[Register for Health Hub](#)

Making the most of Health Hub

Click the icon in the bottom right corner of the video thumbnail to view videos in full screen mode.

from Aetna International

Register at aetnainternational.com

04:25

from Aetna International

Claim forms available

- Health
- Dental
- Vision
- Life Insurance

03:45

from Aetna International

02:01

from Aetna International

01:12

How to register for Health Hub

[Transcript >](#)

How to make or track a claim

[Transcript >](#)

When and how to request treatment pre-authorisation

[Transcript >](#)

Answering your questions about Health Hub

[Transcript >](#)

[Health Hub user guide](#)

Note: Only digital member ID cards are available for members in some countries.



Health Hub registration

Click on “Log in/
Register”

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Home | Get a Quote | News | Contact Us | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | Well-Being | **Log In / Register**

You are not alone. Getting help today makes for a better tomorrow.

Discover how to start a conversation about your mental health, help support your family during these uncertain times and protect your emotional well-being.

Take steps today

Member Log In / Register

Log in/Register

Forgot User name? >
Forgot Password? >
Interglobal Members >

Log-in to : **Employers >** **Brokers >** **Providers >**

COVID-19: Advice for Aetna International customers and members

Important: cover changes and extra benefits for members and customers

Read the FAQs to get the latest health advice >
Remote working & social distancing support resources >

Looking for international health insurance?
Get an online quote now >

More about Aetna International >
More about our plans for individuals and families >

<https://www.aetnainternational.com/>



Health Hub registration

Select “**Members**”

If you’re a new member, click “**Register**”

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[Members >](#)

Employers

Brokers

Providers

Interglobal members

MEMBER LOG IN

Find health care
Access your membership documents
Make and manage your claims

[Log in](#)

[Forgot your username or password?](#)

DON'T HAVE AN ACCOUNT

It only takes a minute to register for your secure, personalised Health Hub.

[Register](#)

Enroll for benefits

Before enrolling:

- Contact your Benefit Administrator to ensure your plan sponsor has elected to use our enrollment utility
- Have your benefit options(s) and enrollment package handy

[Enroll into a US-based plan](#)



Completing your profile

To register, refer to the welcome email for the following information and enter as required,

- **First Name**
- **Last Name**
- **D.O.B**

Member Type	Member ID	Member Name (Last name, First name)
Primary Insured	98765432	Smith, Jane

It's time to create your new login details

It only takes a minute to sign up for your personalised health hub where you can

- ✓ Take care of your claims
- ✓ Quickly find a health care professional
- ✓ Access personalised health and wellness support

Your name

Please enter your first and last names as they appear on your Member ID card or the welcome email we sent you.

☐ I only use one name

Your date of birth

Your plan type

☒ Aetna International Plan Member☐ Aetna World Traveler Plan Member☐ I accept the terms & conditions

Get Started



Completing your profile

Select “**Aetna International Plan Member**”

Enter “*Member ID*” that can be found in the welcome/renewal email

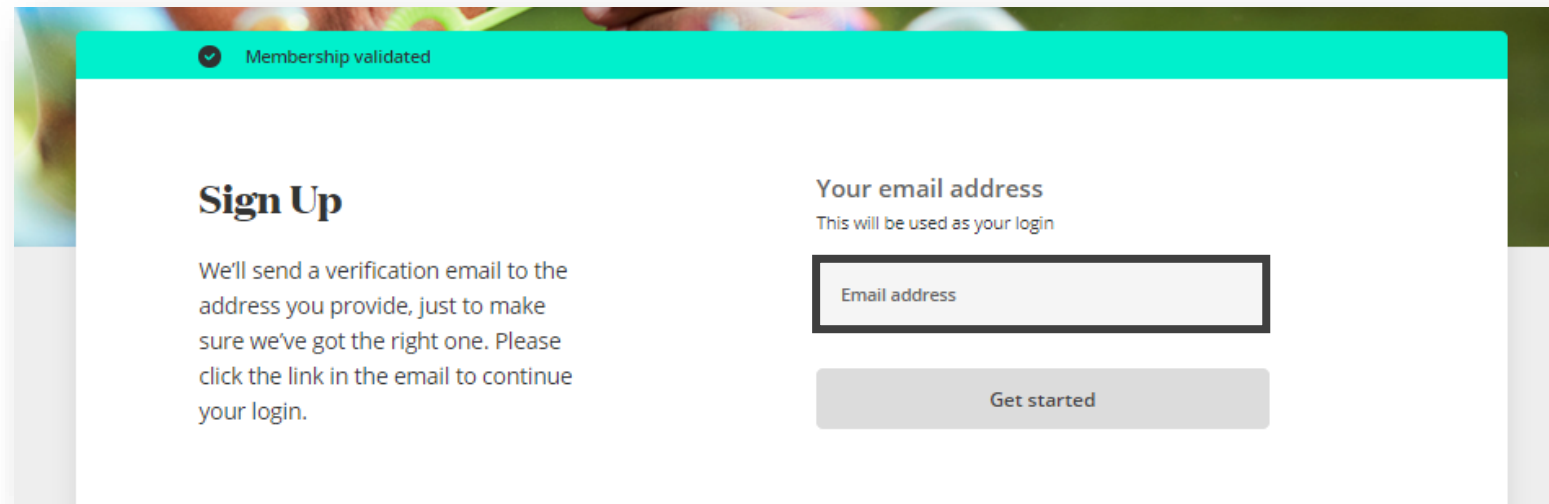
Confirming your email address

Enter e-mail address.

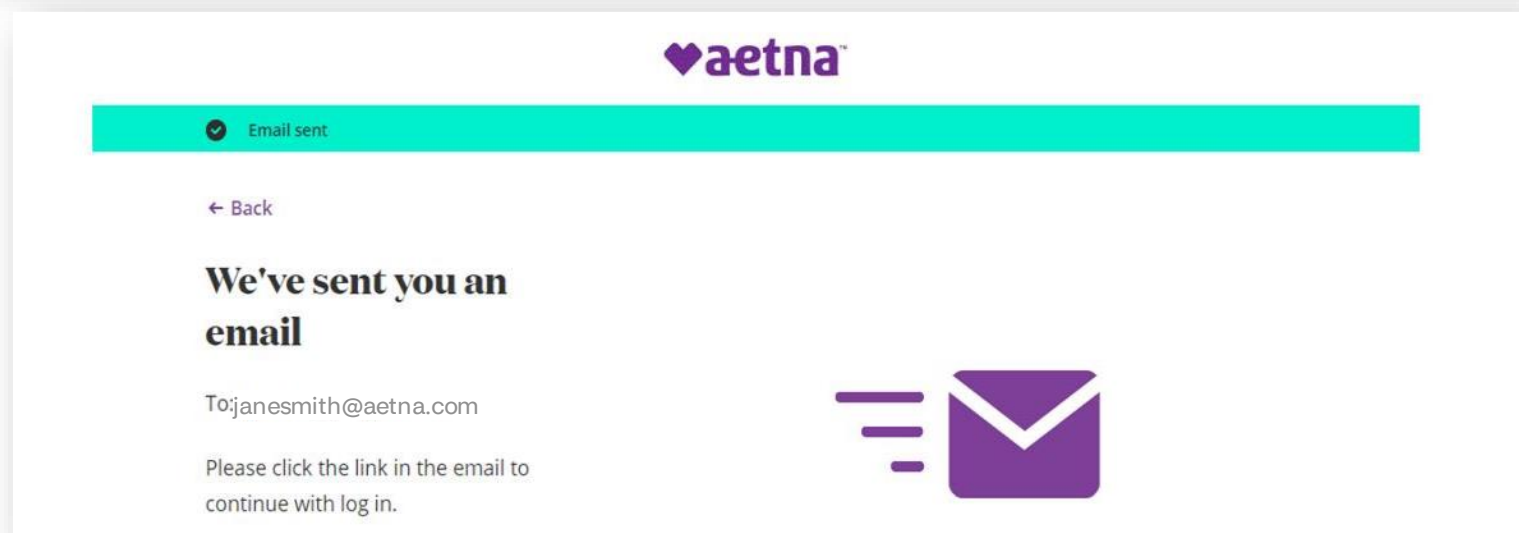
A verification email will be sent to the email you provided.

Members are required to check the inbox and verify the link in the email to continue login.

**Do note there is a time limit for verification*



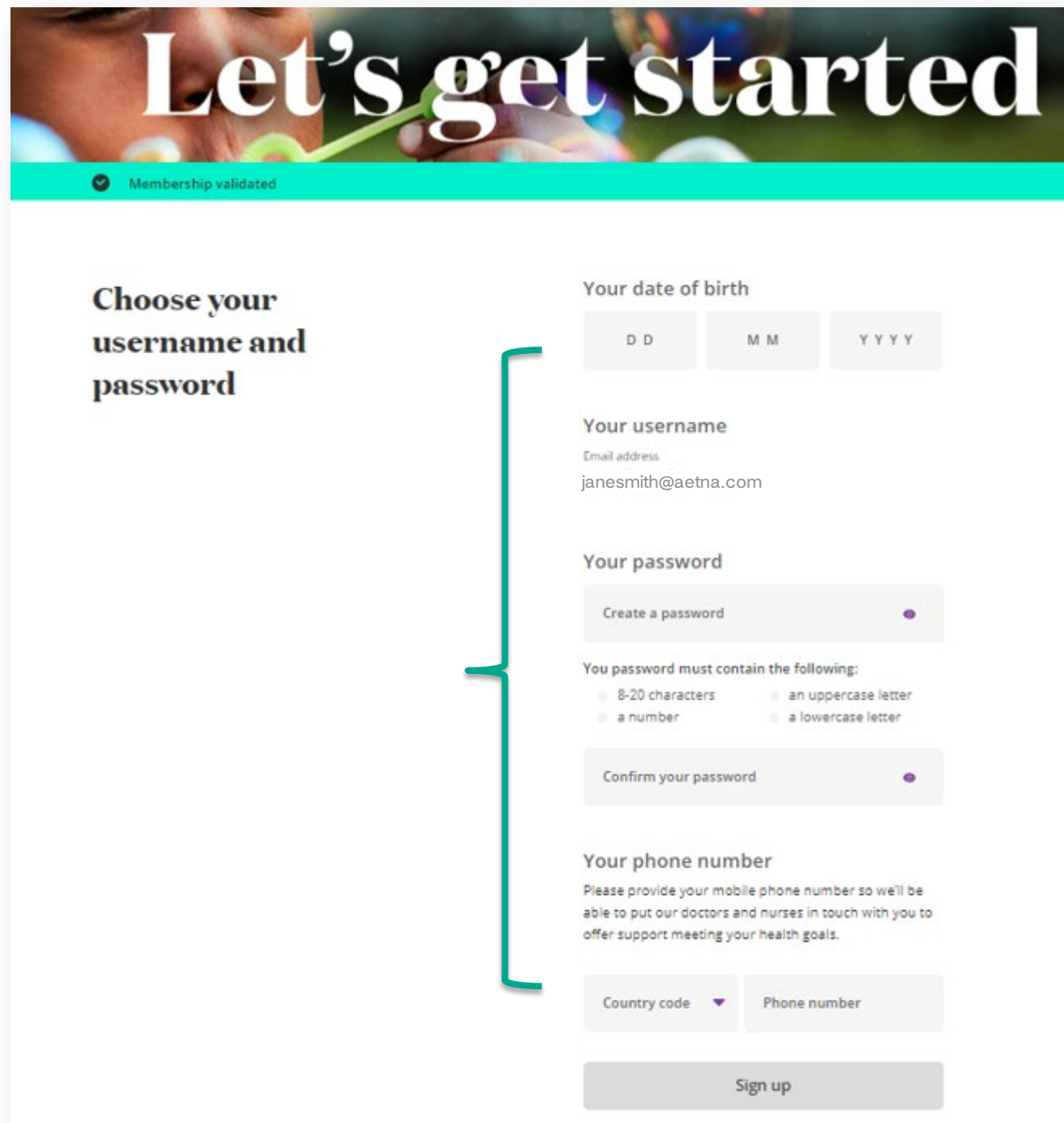
This screenshot shows the 'Sign Up' page on the Aetna website. At the top, a teal banner displays a checkmark and the text 'Membership validated'. The main heading is 'Sign Up'. Below it, a message states: 'We'll send a verification email to the address you provide, just to make sure we've got the right one. Please click the link in the email to continue your login.' To the right, under the heading 'Your email address' with the subtext 'This will be used as your login', there is a text input field labeled 'Email address' and a 'Get started' button.



Choosing a username and password

Create login details:

- Enter **D.O.B**
- **Username** (e-mail address)
Your email address will be used as your username when you login.
- Create **password**
- Enter **contact number**



The image shows a registration form titled "Let's get started" with a teal header. A teal bracket on the left side of the form groups the "Your date of birth", "Your username", "Your password", and "Your phone number" sections. The form includes a "Membership validated" status bar, a "Choose your username and password" heading, and a "Sign up" button at the bottom.

Let's get started

Membership validated

Choose your username and password

Your date of birth

D D M M Y Y Y Y

Your username

Email address
janesmith@aetna.com

Your password

Create a password

You password must contain the following:

- 8-20 characters
- an uppercase letter
- a number
- a lowercase letter

Confirm your password

Your phone number

Please provide your mobile phone number so we'll be able to put our doctors and nurses in touch with you to offer support meeting your health goals.

Country code Phone number

Sign up



Nominating an emergency contact

Enter your **emergency contact's** full name, email address (optional) and phone number.

Click “Confirm”.

You may choose to “Skip” providing this information at this juncture.

If so, you may add these details under the “Plan & details” page in Health Hub at a later time.

aetna My Health Hub Log out

Let's get started

Who's best to contact in an emergency?

If there's an emergency we need to know who can contact us on your behalf. We won't contact them but it allows our team to speak to them if they get in touch. They can be member on your policy or could just be next of kin.

We won't share your medical records but we will be able to assist in helping them find medical care or make a claim on your behalf.

Add an emergency contact

First name

Last name

Email address (optional)

Country code Phone number

Confirm

Skip



Inviting dependents to register for Health Hub access

If you have dependents on your policy, you will be prompted to provide their respective email addresses.

Click **“Send invite”**.

You may choose to “Skip” providing this information at this juncture.

If so, you may add these details under the “Plan & details” page in Health Hub at a later time.

aetna My Health Hub [Logout](#)

Let's get started

Login successful

Invite and manage your policy holders

By providing an email address your policy holder will have access to Aetna's wellness services

Your policy holders

Spouse
Audrey R

Add email address

Send invite

Skip

Other policy holders

Not old enough to invite to register yet, but we'll ask you to invite them when they

Joe R

Need help?

If you're having trouble logging in, don't worry, you can always contact the Aetna International Support team using the number listed on your ID card, or find answers on our dedicated help pages.

Trouble logging in or registering?

[Help with registration](#)

Contact our support team

[Find your local contact number](#)

aetna

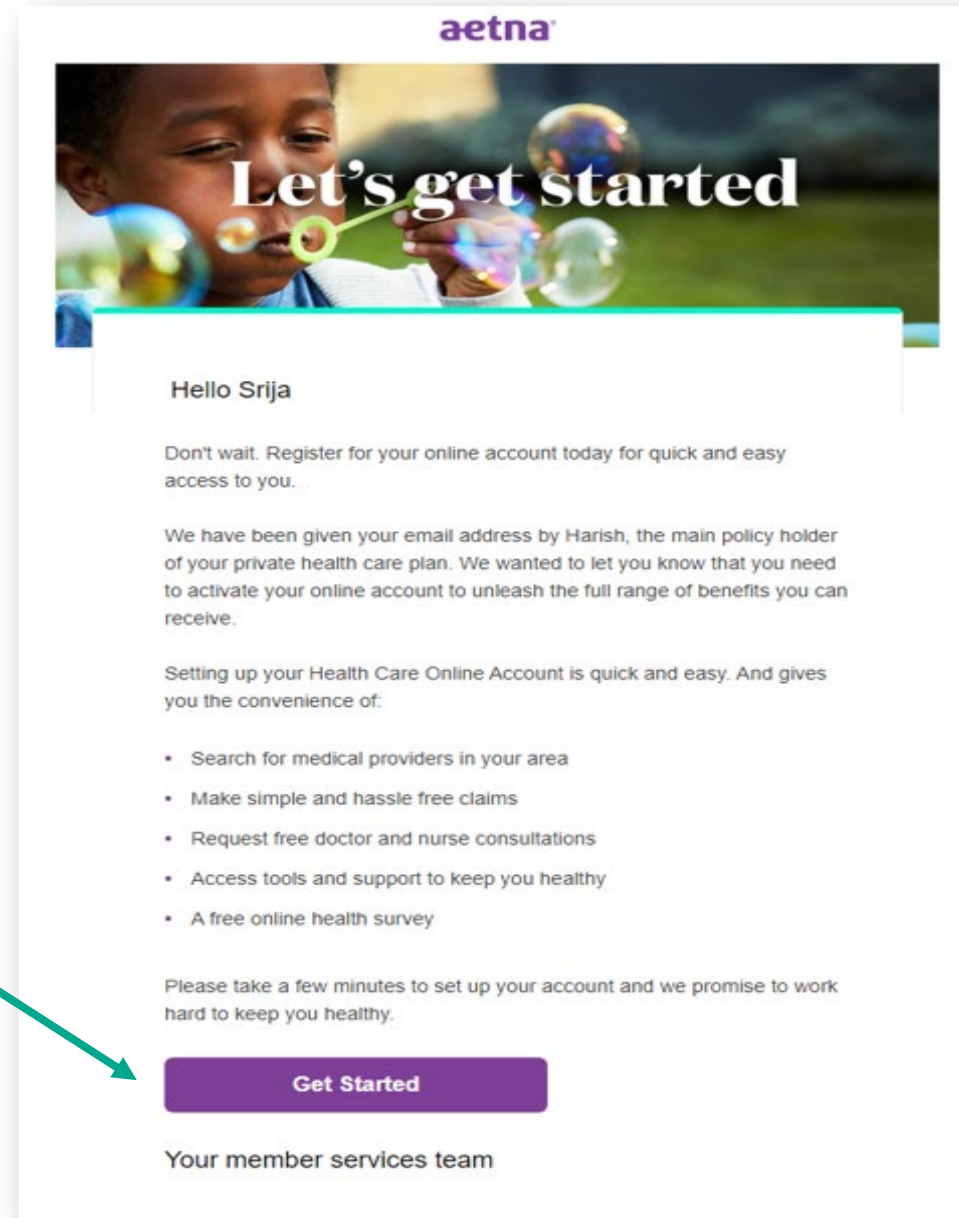
Contact us [aetnainternational.com](#) [Cookie policy](#)



Inviting dependents to register for Health Hub access

After you click “Send invite”, a Welcome email prompting your dependent policyholders to activate their Health Hub account will be sent to their email address.

They can click “**Get Started**” in their Welcome email to set up their own Health Hub account.



Health Hub login



Health Hub login

Click on “Log in/
Register”

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Home | Get a Quote | News | Contact Us | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | Well-Being | **Log In / Register**

You are not alone. Getting help today makes for a better tomorrow.

Discover how to start a conversation about your mental health, help support your family during these uncertain times and protect your emotional well-being.

Take steps today

Member Log In / Register

Log in/Register

Forgot User name? >
Forgot Password? >
Interglobal Members >

Log-in to: **Employers >** **Brokers >** **Providers >**

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More about Aetna International >
More about our plans for individuals and families >

<https://www.aetnainternational.com/>



Health Hub login

Select "Members"

If you're already a member, enter your username (email add) and password.

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[Members >](#)

Employers

Brokers

Providers

Interglobal members

MEMBER LOG IN

Find health care
Access your membership documents
Make and manage your claims

[Log in](#)

[Forgot your username or password?](#)

DON'T HAVE AN ACCOUNT

It only takes a minute to register for your secure, personalised Health Hub.

[Register](#)

Enroll for benefits

Before enrolling:

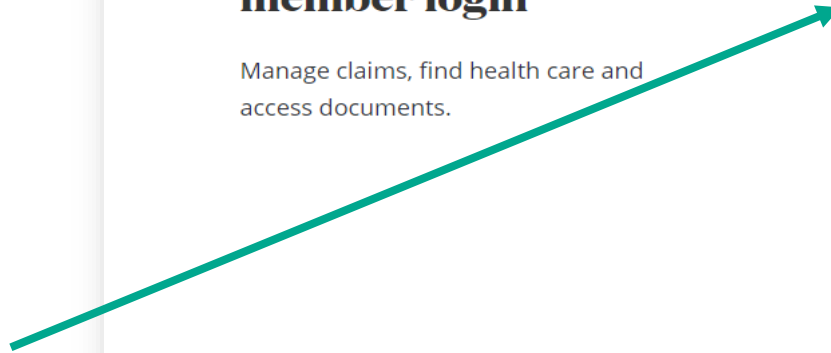
- Contact your Benefit Administrator to ensure your plan sponsor has elected to use our enrollment utility
- Have your benefit options(s) and enrollment package handy


[Enroll into a US-based plan](#)



Health Hub login

Enter **username**
(email address)
and **password**





Your secure member login

Manage claims, find health care and access documents.

[Forgot username?](#)
[Forgot password?](#)

Don't have an account?

It only takes a minute to sign up for your online Account




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Health Hub experience



Health Hub experience

Home Page

Main navigation located at the top of the page

View or download your digital Member ID card and other important documents

Search our international doctor and direct settlement directory to find providers from Australia to Zimbabwe.



Set Language English Logout

[Home](#) [Plan & details](#) [Claims](#) [Find health care](#) [Well-being](#) [FAQs](#)

COVID-19: Extra support for members

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Your claims

See your previous claims or make a new one.

[View existing or past claims →](#)
[Start a new claim now →](#)

Your plan details

Member ID 99999999

View your plan details which includes access to your ID cards.

[Your important documents →](#)

Your well-being

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[Explore your well-being now →](#)

Find health care near you

Use our provider directory to access the right medical care for you. Where relevant, we will guide you through getting approval before your treatment.

Select a country

Select a city (Optional)

Find health care provider



Health Hub experience

View policy documents/ e-card

View or download your digital **Member ID card**.

Remember to flash your Member ID card to enjoy direct settlement at our network providers.

View your current **plan documents**

My plan and me > View documents

Your digital ID card

When viewing you'll be able to save or print your cards to use.

Your ID card is made up of 2 parts (a front and a back), you will need to present both to your provider.

QA

Your Card Aetna International

Member Name: Edwin Anthony
Member Number: 90382988
Member ID: ST031234567
Company Name: Summit 2500
Area of Cover: Area 3
Date of joining: 01-JUL-2019
OP Direct Billing: Yes, including chronic
10% OP coinsurance to max SGD 2500.00
Maternity: Yes, 20% Coinsurance

Edwin Anthony

View & Save

aetna Aetna International

Member Name: Mira Anthony
Member Number: 90382988
Member ID: ST031234567
Company Name: Summit 2500
Area of Cover: Area 3
Date of joining: 01-JUL-2019
OP Direct Billing: Yes, including chronic
10% OP coinsurance to max SGD 2500.00
Maternity: Yes, 20% Coinsurance

Mira Anthony

View & Save

Showing 1 - 3 of 3



Member Name Edwin Anthony
Member ID: 90382988
Plan sponsor: AGB (UK) Singapore Branch
Plan type: Summit 2500
Plan number: ST031234567
Area of Cover: Area 3
Date of joining: 01-JUL-2019
End date: 30-JUN-2020
OP Direct Billing: Yes, including chronic
Pre-existing Cover: Yes
10% OP coinsurance to max SGD 2500.00
Maternity: Yes, 20% Coinsurance
Generated on: 04-MAY-20 11:13:25

Your plan documents

Current Plan Documents (2021-2022)

Previous Plan Documents (2020-2021)



[Benefit Schedule \(ST031001563\)](#)



[Welcome Letter \(ST031001563\)](#)



[Certificate of Insurance \(ST031001563\)](#)



[Aetna security assistance](#)



[Member Handbook](#)

Showing 1 - 5 of 5 Plan documents

[First](#) | [Previous](#) | [Next](#) | [Last](#)

Your forms



[Claim Form - Medical](#)



[Claim Form - Dental](#)



[Release of Medical Information Form](#)



[Preauthorisation Medical Form](#)

Finding healthcare

Health Hub experience

Finding health care providers

Search for international doctors and direct settlement directory to find providers



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Language English ▼ [Logout](#)

[Home](#) [Plan & details](#) [Claims](#) [Find health care](#) [Well-being](#) [FAQs](#)

Find health care

Choose from over 165,000 health care providers worldwide and apply for pre-authorisation online.

[Read more on pre-authorisation](#)

Select a country/territory ▼

Select a city (Optional) ▼

Find health care provider

Finding health care providers



Select a country/territory

HONG KONG

Health Hub experience

Finding health care providers

There are advanced filtering options.

They include **provider name**, **specialty**, **facility** or **tier**.

Indicate your preference and click 'Filter Results'. Results displayed with the option to expand and view more details

The screenshot shows a web interface for finding health care providers. At the top, the heading "Find health care" is followed by the text "Choose from over 165,000 health care providers worldwide and apply for pre-authorisation online." Below this is a dropdown menu labeled "Select a country/territory" with "SINGAPORE" selected. A purple button labeled "Find health care provider" is positioned below the dropdown. To the right, a dropdown menu for "Speciality" is open, displaying a list of medical specialties: Allergy & Immunology, Anesthesia/Pain Management, Behavioral/Mental Health, Cardiology, Dermatology, Emergency Medicine, Endocrinology, Family Practice, Gastroenterology, General Practice, Hematology, Infectious Disease, Internal Medicine, Nephrology/Lithotripsy, Nuclear Medicine, Obstetrics & Gynecology, Oncology/Radiation, Ophthalmology, and Orthopedics. Below the "Find health care provider" button, the text "Showing 1 - 10 of 435" is visible. At the bottom, there is a "Facility" dropdown menu and a purple button labeled "Filter Results". A green arrow points from the text "Results displayed with the option to expand and view more details" to the "Facility" dropdown menu.

Find health care

Choose from over 165,000 health care providers worldwide and apply for pre-authorisation online.

Select a country/territory
SINGAPORE

Find health care provider

Showing 1 - 10 of 435

Facility

Filter Results

Speciality

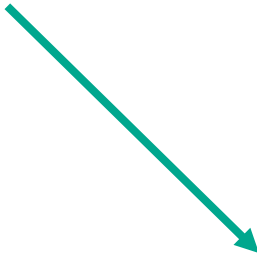
- Allergy & Immunology
- Anesthesia/Pain Management
- Behavioral/Mental Health
- Cardiology
- Dermatology
- Emergency Medicine
- Endocrinology
- Family Practice
- Gastroenterology
- General Practice
- Hematology
- Infectious Disease
- Internal Medicine
- Nephrology/Lithotripsy
- Nuclear Medicine
- Obstetrics & Gynecology
- Oncology/Radiation
- Ophthalmology
- Orthopedics

Health Hub experience

Finding health care providers

Click “Print results” to create a PDF of the full results.

The results can be printed or downloaded/saved to your computer or device.



Advanced Urology Associates Pte. Ltd. (Gleneagles)			
Clinic	6 Napier Road #04-16 Gleneagles Medical Centre Central	65.6475.3668	Pre-authorise >
Advanced Urology Associates Pte. Ltd. (Novena)			
Clinic	38 Irrawaddy Road #07-40 Mount Elizabeth Novena Spc. Ctr. Central	65.6694.1838	Pre-authorise >
Advanced Urology Associates Pte. Ltd. (Orchard)			
Clinic	3 Mount Elizabeth #17-14 Mount Elizabeth Medical Centre Central	65.6735.0369	Pre-authorise >

< 1 2 3 4 5 >

Print results

Note : Print Results will display all the provider details of country/city chosen.

Submitting claims

Health Hub experience


Claims

Tabular format to easily view the statuses of different of claims.

You have two options to start the process of submitting a claim:

- 1. Continue with a previously saved claim.
- 2. Start a new claim.

You can also ask a question or retrieve the EOB statement by clicking the “+” sign of a specific claim.



Language English ▼ [Logout](#)

[Home](#) [Plan & details](#) [Claims](#) [Find health care](#) [Well-being](#) [FAQs](#)

My Claims

We'll help you spend less time managing your claims and more time living your life.

[Continue with saved claim](#)

[New claim](#)

Paid

In Progress

Denied

All


Show advanced filtering options

	Member	Provider name	Reference	Aetna Invoice ID	Dates of Service	Submitted Date	Submitted Amount	Status
+	AGBLive LastName	Test Provider AGBLiv		999999993	04/02/10 - 04/02/10	N/A	289.86	In Process
+	AGBLive LastName	Test Provider AGBLiv		999999992	03/02/10 - 03/02/10	N/A	289.86	Denied
+	AGBLive LastName	Test Provider AGBLiv		999999991	02/02/10 - 02/02/10	N/A	289.86	Paid

Showing 1 - 3 of 3

[First](#) | [Previous](#) [1](#) [Next](#) | [Last](#)

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Health Hub experience

Claims: Consent

Under the claims history table you will see the selection (if applicable) to assign and/or remove consent for a major dependent or a policy holder for submitting claims on their behalf.

The consent is updated instantly. Both removal and assignment are supported by email notifications.

Home

Plan & details

Claims

Find health care

Well-being

FAQs

LastName	AGBLIV	U4/U2/U0
+	AGBLiveSon LastName	Test Provider AGBLiv
	999999998	03/02/10 - 03/02/10
	N/A	289.86
		Denied

Showing 1 - 5 of 12

First | Previous 1 2 3 Next | Last

Policy holder Consent

As the policyholder you can allow any major dependents named on this policy to make a new claim and manage past claims on behalf of you and any minor dependents on your policy


Please be aware that when granting consent to someone for claims management, that individual will access all applicable personal data (including medical information of the claimant). Consent can be removed at any time by this same method

X Cancel

Select a member to grant consent

AGBLiveDaughter LastName

AGBLiveSpouse LastName


 Home | News | Login/ Register




You've successfully granted claim consent

We're sending you this email as confirmation that you, [PH Name], have successfully authorised [Major Dependent Name] to submit new claims and manage past claims for you and all minor dependents (if any) on your Aetna International health and well-being policy.

If at any time you wish to remove claim consent from [Major Dependent Name], you can do so through Health Hub and they will no longer have permission to claim on your behalf. You will still be able to grant them permission again at any time.

If you have questions, we're happy to help. Just call the number on your Member ID card.






[View online](#)

This communication has been sent by or on behalf of your Aetna insurer or the party with whom Aetna has contracted for the provision of health insurance to

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Health Hub experience

Claims

The claims submission process requires that you have the following information on hand:

- Personal details
- Claim details
- Claim evidence
- Payment details


You will also be required to upload the relevant documents supporting your claim.

Submit a new claim

We've made the claims process simple, straightforward and quick.


[My claims](#) > [Submit a new claim](#)

What you'll need




Personal details

You'll need personal and contact details for the patient, as well as the policy number and Member ID




Claim details

Make sure you have the provider details as well as the patient's symptoms or medical condition



Claim evidence

So we can process your claim you'll need to upload digital copy of the treatment invoice or receipt



Payment details


We can pay you or pay your provider directly, so make sure you have the right details to hand

☒ Start a brand new claim ☐ Copy a prior claim for the same medical condition

Health Hub experience

Claims

Prior to your claim being processed: you can modify or copy a claim by clicking the “+” sign of a specific claim



Language English ▼ [Logout](#)

[Home](#) [Plan & details](#) [Claims](#) [Find health care](#) [Well-being](#) [FAQs](#)

My Claims

We'll help you spend less time managing your claims and more time living your life.

[Continue with saved claim](#)
[New claim](#)

Paid

In Progress

Denied


All

Show advanced filtering options

	Member	Provider name	Reference	Aetna Invoice ID	Dates of Service	Submitted Date	Submitted Amount	Status
-	AGBLive LastName	N/A	999999993		N/A	04/09/20	N/A	Submitted
								<div>Modify claim</div> <div>Copy claim</div>
+	AGBLive LastName	N/A	999999993		N/A	19/05/20	N/A	Submitted

Feedback

Claims



Language
English
Logout

Home
Plan & details
Claims
Find health care
Well-being
FAQs

My Claims

We'll help you spend less time managing your claims and more time living your life.

New claim

Paid
In Progress
Denied
All

Show advanced filtering options

	Member	Provider name	Reference	Aetna Invoice ID	Dates of Service	Submitted Date	Submitted Amount	Status
+	AGBLive LastName	Test Provider AGBLiv		999999993	04/02/10 - 04/02/10	N/A	289.86	In Process
-	AGBLive LastName	Test Provider AGBLiv		999999992	03/02/10 - 03/02/10	N/A	289.86	Denied
<div> Ask a question Claims statement </div>								
+	AGBLive LastName	Test Provider AGBLiv		999999991	02/02/10 - 02/02/10	N/A	289.86	Paid

Showing 1 - 3 of 3
First | Previous 1 Next | Last

Aetna Well-being



Health Hub Experience

Health and wellness

Easy access to health and wellness resources by clicking the “Well-being” tab.

Explore self-help and professional resources across: **mind, body, living and working abroad** resources

Home Plan & details Claims Find health care **Well-being** FAQs

COVID-19: Extra support for members

Your well-being

Helping you take full advantage of all or the health and well-being benefits available to you as an Aetna member

Find the right resource for you

Find a resource for your mental well-being

Answer a few questions and our Aetna Mind resource selector will recommend the best tools for you. Anonymous, confidential and no impact on your policy.

[Launch resource selector](#)

Top five well-

Jump straight into we popular with other Ae

[See member fav](#)

Discover all well-being support, tools and offers

Show: ☒ All resources ☐ Self-help options ☐ Professional services

Wysa App

Chat buddy and human coaching to talk through negative thoughts and emotions

[Download today >](#)

myStrength App

Personalised digital support programmes for depression, pain, substance abuse and more

[Discover myStrength >](#)

Pizzz App

Beautiful dreamscapes to quiet your mind, fall asleep, stay asleep, and wake up refreshed

[How it works >](#)

Peak App

Challenge your mind and develop cognitive skills with stimulating games + workouts

[Discover Peak >](#)

eQuoo App

Build emotional intelligence and resilience skills through a captivating interactive game

[Download today >](#)

Five For Me

Do something positive for your health, in just five minutes a day with our guides, tips and tricks

[Find inspiration >](#)

Therapeutic Counselling

Speak to a professional counselor for in the moment support and short-term therapy

[Contact a counselor >](#)

vHealth Doctors

On-demand access to accredited primary care doctors

[Speak to a doctor >](#)

CARE Team

Support from Aetna's clinicians to coordinate the right expert care for you under your plan

[Connect with the CARE Team >](#)

Aware Mindfulness

Six-week personalised mindfulness-based stress reduction programme

[Learn more >](#)

Life Coaching

Achieve motivation, growth and positive change with a personal vision, goals and action plan.

[How it works >](#)

Plan & Details



Health Hub experience

Plan and details

Members can access the “Plan & details” section to view their **plan information**, **policy documents**, and their **member details**.

You can also manage:

- Your details
- Emergency contacts
- Communication preferences
- Broker or dependent consent
- Repayment details

Name	Date of birth
UKLive	01/01/1970
Member ID	Policy
99999994	



Health Hub experience

Managing consent

If you're a Dependent, go to the "Plan & details" tab, and select "Your policyholders" on the side bar.

Tick "Yes, make claims on my behalf" to provide consent for your main policyholder to make claims on your behalf.

Select "Save changes" when you are done.

Home Plan & details Claims Find health care Well-being FAQs

Your details

Your policyholders

Emergency contacts

Communication preferences

Broker consent

Reimbursement details

Your important documents

Important documents about your policy & forms for making a claim

[View documents](#)

Policyholders

Spouse

Edwin Anthony

Member ID 98765432

You can allow your main policyholder to make claims on your behalf

☐ Yes, make claims on my behalf

Save changes

Under age dependents

Members under 18 cannot have direct access to the policy to use benefits or make claims. We'll prompt you to register them when the time comes.

Child

Gloria Anthony

Member ID 90521308



Health Hub experience

Payment Details

Add or Edit
payment/
reimbursement
details


Some required
info:

- Bank Code
- Branch Code
- Account No.
- SWIFT Code
- Bank Country
and Address

[Home](#) [Plan & details](#) [Claims](#) [Find health care](#) [Health & wellness](#) [FAQs](#)

Broker consent

[Repayment details](#)

**Your important documents**

Important documents about your policy & forms for making a claim

[View documents](#)

Set up your preferred payment method for any claim reimbursements.

[View/edit payment details](#)



Health Hub experience

FAQs

Click the “FAQs” tab to answer your frequently asked questions.

If you can’t find what you need, contact our CARE team who are available 24/7/365.

The screenshot displays the Aetna Health Hub website. At the top left is the Aetna logo. A navigation bar at the top right contains links for Home, Plan & details, Claims, Find health care, Well-being, and FAQs. A green arrow points from the text 'Click the “FAQs” tab' to the FAQs link in the navigation bar. Below the navigation bar, the word 'Questions' is prominently displayed in a large purple font. Underneath, there are five white boxes, each with a purple icon and a title: 1. Insurance terminology (magnifying glass icon), 2. My coverage and benefits (shield icon), 3. The claims process (gear icon), 4. Paying for healthcare (dollar sign icon), and 5. Aetna Well-being (apple icon). Each box contains a brief description of the topic.

aetna™

Home Plan & details Claims Find health care Well-being **FAQs**

Questions

- Insurance terminology**
Not sure what certain words mean? Find straightforward definitions here.
- My coverage and benefits**
Have a question about what certain benefits cover you for? Find answers here.
- The claims process**
Straight forward steps on how to use the claims process and what happens when.
- Paying for healthcare**
Unsure how to pay for treatment? We will walk you through each option.
- Aetna Well-being**
A clear and easy way to access health and well-being resources available as part of your health care benefits.

