## How to access your Aetna digital Member ID card

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## **Summit Plan Members**

If you are insured on an Aetna Summit plan, you will receive a Welcome Email upon successful enrolment based on information received through your plan sponsor.

The email will contain a link for you to register your account on <u>Health Hub</u>.

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

For a step-by-step guide on registering or logging in to Health Hub, <u>click here</u>.

### 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

Туре	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

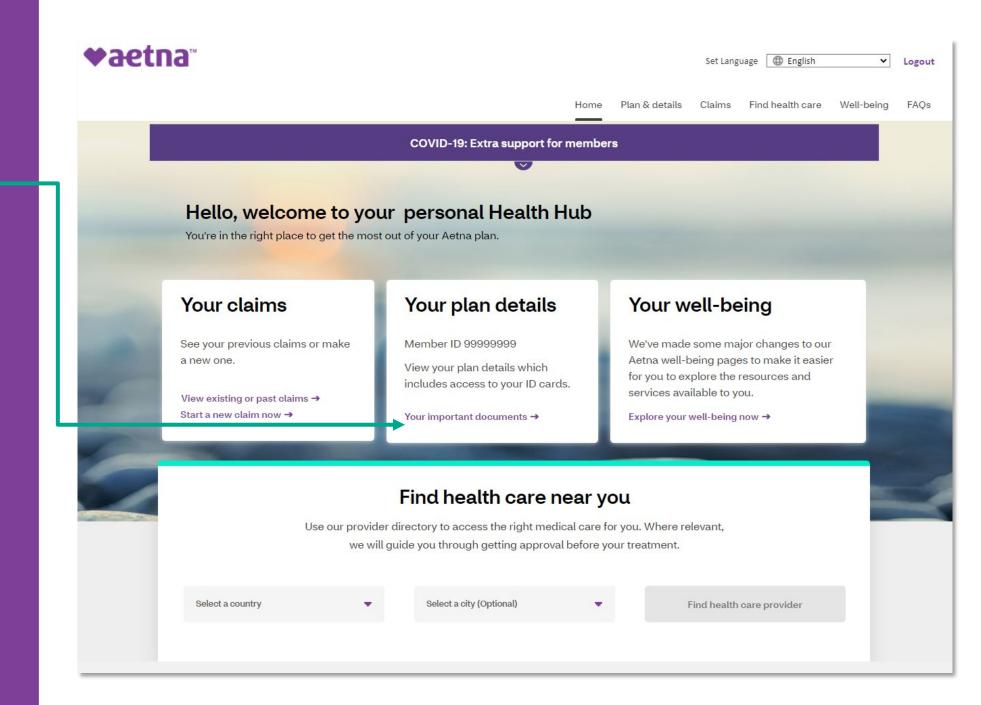
Our members use Health Hub because it's the quickest, most convenient way to manage your health...anytime, anywhere. So don't wait!

#### Activate now

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

### Homepage

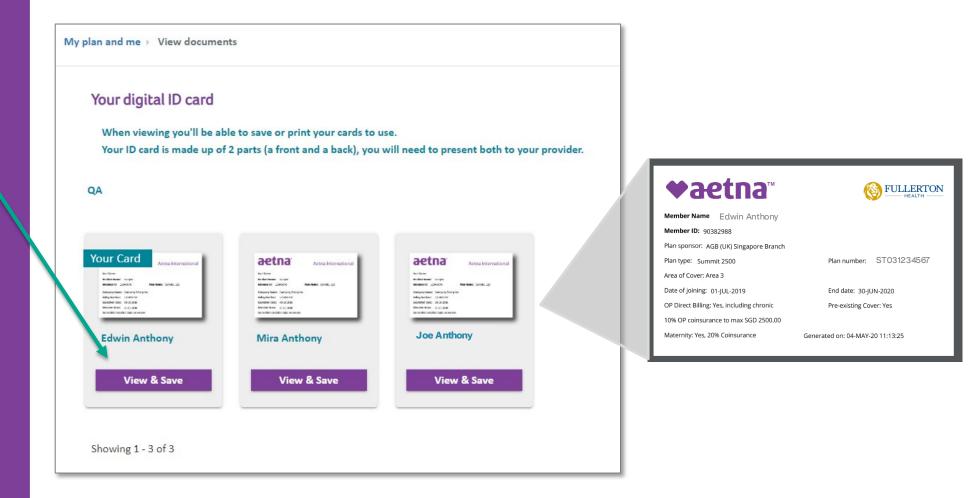
Once you're logged into Health Hub, click on the 'Your important documents' link on the home page to find your digital member card.



You can "View & Save" your digital Member ID card.

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

### **View documents**



## **Pioneer Plan Members**

If you are insured on an Aetna Pioneer plan, your member card will be sent to you as an attachment in your welcome email.

If you're eligible for outpatient direct billing, instructions will be provided in your welcome email on how to make cashless claims within our provider network. Samples of welcome letters to individual plan members:

### ♥aetna<sup>™</sup>

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

### %%FirstName%%, 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

Attached in this email are a PDF of your Aetna member ID card and a letter confirming your access to our Direct Settlement Network. Either document can be used to enjoy cashless outpatient claims:

- Member ID card: Simply flash the attached PDF of your member ID card on your phone. It's important that you do not print this out printed copies will not be accepted.
- Direct Settlement Network letter (Singapore providers only): Present a printed copy or a digital copy of the letter on your phone.

In either scenario, a valid government-issued ID will also be need to be presented for identity verification.

### **♥aetna**™

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

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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

Attached in this email is a PDF of your Aetna member ID card. This provides a quick overview of your selected plan options and contains useful contact details for when you need to reach us.

### ♥aetna™

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

### %%FirstName%%, 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

Attached in this email is a PDF of your Aetna member ID card. This provides a quick overview of your selected plan options and contains useful contact details for when you need to reach us.

To enjoy cashless claims for outpatient treatment within our provider network, simply flash the attached PDF of your member ID card on your phone. It's important that you do not print this out - printed copies will not be accepted.

A valid government-issued ID will also be need to be presented for identity verification.

