

How to access your Aetna digital Member ID card

OCTOBER 4, 2021

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 [Health Hub](#).

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, [click here](#).

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.

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.

aetna™

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 99999999

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.

Select a country ▼ Select a city (Optional) ▼ [Find health care provider](#)

View documents

You can “View & Save” your digital Member ID card.

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

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 ID: 90382988
Plan sponsor: AGB (UK) Singapore Branch
Plan type: 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 ID: 90382988
Plan sponsor: AGB (UK) Singapore Branch
Plan type: 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


aetna Aetna International

Member Name: Joe Anthony
Member ID: 90382988
Plan sponsor: AGB (UK) Singapore Branch
Plan type: 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

Joe Anthony

View & Save

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Member Name Edwin Anthony
Member ID: 90382988
Plan sponsor: AGB (UK) Singapore Branch
Plan type: 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

Plan number: ST031234567
End date: 30-JUN-2020
Pre-existing Cover: Yes


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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:



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.



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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.



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.

