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
Health Hub Registration
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”.

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

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 program. Log in 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 CIP/Plan information provided and click the ‘Activate now’ button below. If any of your personal data is incorrect, please call us at +84-24-446-3983.

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.

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 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.

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 wellness 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.
Health Hub registration

Click on “Log in/Register”

https://www.aetnainternational.com/
Health Hub registration

Select “Members”

If you’re a new member, click “Register”
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
Completing your profile

Select "Aetna International Plan Member"

Enter "Member ID" that can be found in the welcome/renewal email

This can be found on the back of your ID card, and at the top of any paperwork you have from us.

No luck? Contact our support team, and they'll be able to help.
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*

To: janesmith@aetna.com

Please click the link in the email to continue with login.
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**

Your date of birth

Your username

Email address

janemth@aetna.com

Your password

You password must contain the following:
- 8-20 characters
- an uppercase letter
- a lowercase letter

Confirm your password

Your phone number

Please provide your mobile phone number so we will 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.
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.
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”

https://www.aetnainternational.com/
If you’re already a member, enter your username (email add) and password.

Select “Members”
Health Hub login

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

Your secure member login

Manage claims, find health care and access documents.

- Username
- Password

Forgot username?
Forgot password?

Log in

Don't have an account?
It only takes a minute to sign up for your online Account

Register
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.
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**.
Finding healthcare
Health Hub experience
Finding health care providers

Search for international doctors and direct settlement directory to find providers
Health Hub experience

Finding health care providers

Hong Kong providers: Filter by region
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.
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.

<table>
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</tr>
</thead>
<tbody>
<tr>
<td>Clinic</td>
</tr>
<tr>
<td>6 Napier Road</td>
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<td>38 Irrawaddy Road</td>
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<td>3 Mount Elizabeth</td>
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<tr>
<td>Phone</td>
</tr>
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<td>65.6735.0369</td>
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</tbody>
</table>

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

**Claims**

After your claim has been processed: you can ask a question or retrieve your claims statement by clicking the “+” sign of a specific claim.
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.

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-being apps

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

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

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

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

Top five well-being techniques

eQone App
Build emotional intelligence and resilience skills through a captivating interactive game

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

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

vHealth Doctors
On-demand access to accredited primary care doctors

Need immediate help?

Speak to one of our professionals for immediate emotional support

COVID-19: Extra support for members

Discover all well-being support, tools and offers

Mind

Body

Living Abroad

Mya App
Cheat buddy and human coaching to talk through negative thoughts and emotions

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

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

Peak App
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eQone App
Build emotional intelligence and resilience skills through a captivating interactive game

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

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

vHealth Doctors
On-demand access to accredited primary care doctors

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

Aware Mindfulness
Six-week personalised mindfulness-based stress reduction programme

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

Connect with the CARE Team

Learn more

How it works

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Plan & 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
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.
Add or Edit payment/reimbursement details

Some required info:
• Bank Code
• Branch Code
• Account No.
• SWIFT Code
• Bank Country and Address

Payment Details

Payment details
Sometimes we'll need to pay money back to you as part of a claim. Set up and manage your payment details to make this quick and easy.

Your important documents
Important documents about your policy & forms for making a claim

View/edit payment details
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.