



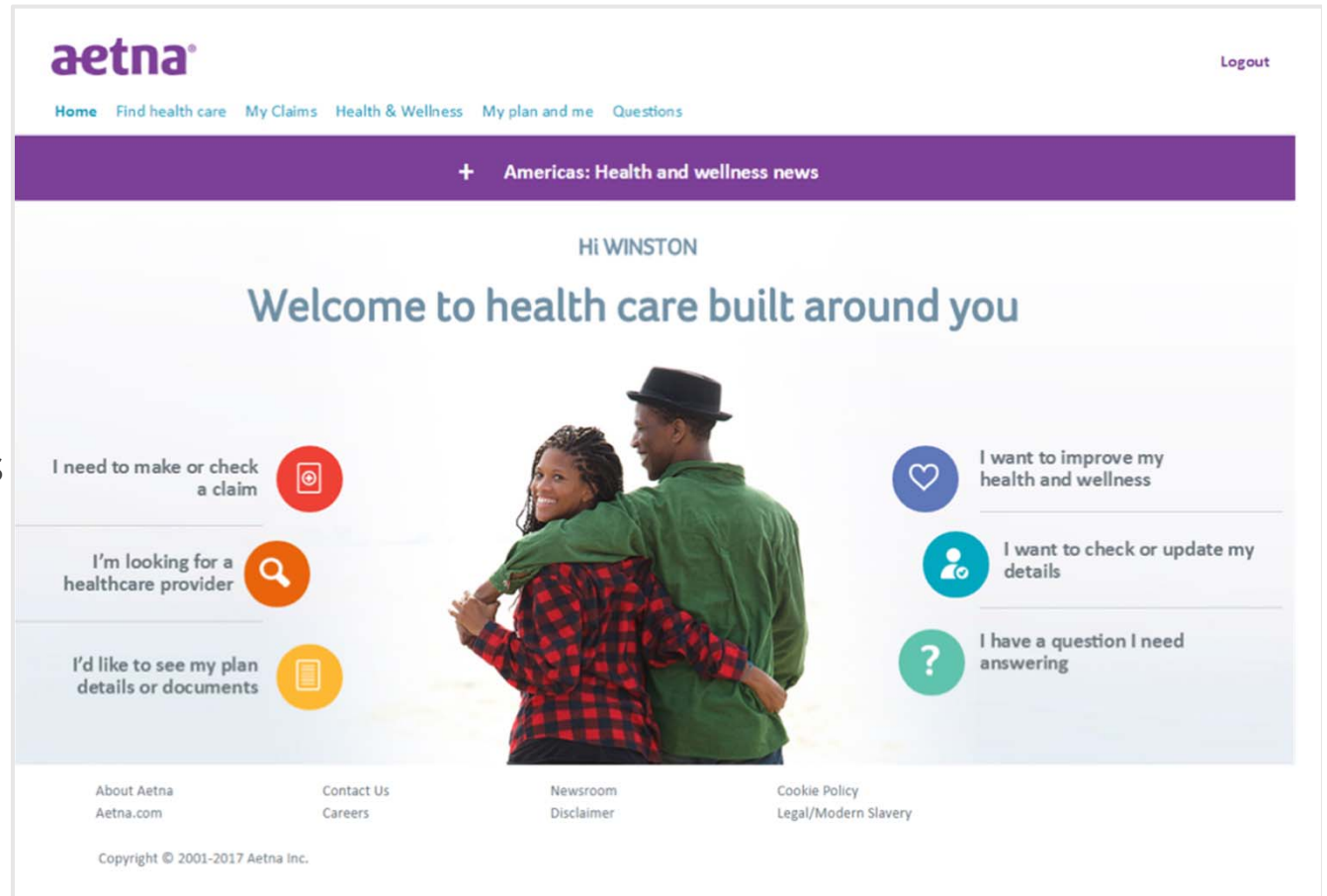
# Health Hub

Secure Member Website

NOTE: This feature is available to Senior Missionaries enrolled under the Senior Service Medical Plan (SSMP) only.

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# Log In/ Registration

**NOTE:** If any assistance is needed when registering for the Health Hub, please contact Aetna Customer Service at:

**Direct (Outside the U.S.): 813-775-0381**

**Toll free (Inside the U.S.): 877-248-3608**

# Log In/Registration

Go to [www.aetnainternational.com](http://www.aetnainternational.com), Click on "Log In/Register"

The screenshot displays the Aetna website's navigation and main content. At the top left is the Aetna logo. The top right features a search bar and navigation links: Home, Retrieve a Quote, News, and Contact Us. Below the logo is a horizontal menu with categories: Individuals & Families, Employers, Governments, Brokers, Providers, and About Us. A 'Log In / Register' link is highlighted in the top right corner with a purple arrow. The main content area features a large heading: 'Access your online account today to get all your benefits'. Below this is a sub-heading: 'We've updated our member log in to make it easier to see your plan benefits.' and a 'Log in/Registration' button. A purple arrow points to this button. To the right, a teal sidebar contains 'Member Log In / Register' with a 'Log in/Register' button (also pointed to by a purple arrow), and links for 'Forgot User name?', 'Forgot Password?', and 'Interglobal Members Log In'. Below the sidebar is a 'Log-in to:' section with buttons for 'Employers', 'Brokers', and 'Providers'. At the bottom, a green banner asks 'Looking for international health insurance? Get an online quote now >' and includes links for 'More about Aetna International' and 'More about our plans for individuals and families'.

# Log In/Registration

**aetna**<sup>®</sup> Home | Retrieve a Quote | News | Search

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

## Log in to your online account

Your plan and your health in one place.

Email or username

Password

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

Log in

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

Register

If you are an existing member, enter your username or email and password details in the boxes provided.

If you are a new member or have not yet registered, please click the "Register" button and follow the instructions.

# Registration (continued)

- To create an account you will need to share some personal information.
1. Enter your first and last name
  2. Type in the day, month and year you were born
  3. Select "Aetna International Plan Member"
  4. Enter your Member ID
  5. Read and Check "I accept the terms & conditions"
  6. Click "Get Started"

The screenshot shows the Aetna website's registration page. At the top, there is a navigation bar with the Aetna logo, links for Home, Retrieve a Quote, News, and a search bar. Below this is a secondary navigation bar with categories: Individuals & Families, Employers, Governments, Brokers, Providers, and About Us. A 'Log In / Register' button is located on the right side of this bar. The main content area features a heading: "Let's make staying healthy a little easier for you". Below the heading is a sub-heading: "It only takes a minute to sign up for your online account to get quick and easy access to:". There are three bullet points with checkmarks: "Tools and support to keep you healthy", "Search for medical providers in your area", and "Make simple and hassle free claims". The registration form consists of several sections: "Your name" (with subtext "As it appears on your Member ID card") containing "First name" and "Last name" input fields, a checkbox for "I only use one name", and a "Your date of birth" section with "D D", "M M", and "Y Y Y Y" input fields. The "Your plan type" section has two radio button options: "Aetna International Plan Member" (selected) and "Aetna WorldTraveler Plan Member". Below this is a "Member ID" input field with a question mark icon, and a checkbox for "I accept the terms & conditions". At the bottom of the form is a "Get Started" button. Numbered arrows (1-6) point to the following elements: 1. First name input field; 2. Date of birth input fields; 3. Selected radio button for "Aetna International Plan Member"; 4. Member ID input field; 5. "I accept the terms & conditions" checkbox; 6. "Get Started" button.



# Create login – all members

**Let's get started**

Membership validated

### Create your login details

Avoid using your name, birthdates, membership ID or repeating characters.

**Your email address**

Email address ← 1

Confirm your email address

**Your username**

Create a username ← 2

Your username must contain the following:

- 8-40 characters
- at least 1 letter
- no special characters other than @

**Your password**

Create a password ← 3

You password must contain the following:

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

Confirm your password ← 4

**Your security question**

Select a security question ← 5

Answer to security question

Continue ← 6

1. Please fill in your personal email, then repeat to confirm
2. Create a unique username
3. Create a password for account
4. Repeat that password to confirm account password
5. Select security question from the dropdown with a memorable answer unique to you
6. Click "Continue"

# Confirm preferences

**Let's get started**

**Your information and preferences**

Add a second line of copy here

**Your preferences**

Destination country  **1**

Destination city (optional)

Language  **2**

**Country of citizenship**

Select country  **3**

**4**

1. Select your country from the dropdown
2. Select preferred language from the dropdown
3. Select country of citizenship from dropdown
4. Click "Register"

## 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](#)



# Inside Health Hub

# Home page

Main navigation located at the top of the page.

Regionalized content banners display content and information based on member's region.

Task-driven navigation centered around a regionalized image.

The screenshot shows the Aetna home page layout. At the top left is the Aetna logo. To its right is a main navigation menu with links for Home, Find health care, My Claims, Health & Wellness, My plan and me, and Questions. In the top right corner is a Logout link. Below the navigation is a purple banner with a plus sign and the text 'Americas: Health and wellness news'. The main content area features a personalized greeting 'Hi WINSTON' and a large heading 'Welcome to health care built around you' above a background image of a couple. Below this are six task-driven navigation options, each with an icon and text: 'I need to make or check a claim' (red icon), 'I'm looking for a healthcare provider' (orange icon), 'I'd like to see my plan details or documents' (yellow icon), 'I want to improve my health and wellness' (blue heart icon), 'I want to check or update my details' (teal person icon), and 'I have a question I need answering' (green question mark icon). The footer contains links for About Aetna, Contact Us, Newsroom, Cookie Policy, Aetna.com, Careers, Disclaimer, and Legal/Modern Slavery, along with a copyright notice for 2001-2017 Aetna Inc.

# Find health care – Care within the U.S.

If you are located in the U.S. and choose “United States of America” in the country field, upon searching you will be forwarded to **aetna.com** to find U.S. provider.

Home | Find health care | My Claims | Health & Wellness | My plan and me | Questions

## Find health care

Wherever you find yourself, we'll be right there with you. You have access to over 193,000 health care providers worldwide.

Select a country\*  
United States of America

Select a city

Search

Please proceed to **DocFind**. After selecting the provider type and location choose "Open Choice PPO" from the Select a Plan menu.

- 1. Search**  
Use the fields above to search our database of over 193,000 health care
- 2. Choose**  
Click "Pre-authorise" on your chosen provider to inform us, or apply for
- 3. Apply**  
Once you've submitted your application you can contact the

**aetna** Welcome SUBSCRIBER

Home | Find Care | Manage Claims | See Coverage & Costs | Stay Healthy | Manage Prescriptions

### Find Care

Find a Provider | Find Urgent Care | My Providers & Visits

Location: Your location [Edit](#) | Member: SUBSCRIBER (You) | Current Plan

En español

Find what you need by name

🔍

Eg: John Wright, Primary Care Physician, Dermatologist, Periodontist

OR

Find what you need by category

- Medical Doctors & Specialists >
- Hospitals & Facilities >
- Behavioral Health >
- Urgent Care >
- Alternative Medicine >

Feedback

# My claims

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

[New claim](#)

Go to Aetna Navigator to search claims, view the status of your claims, and view your related Explanation of Benefits (EOB) [Go to aetna.com](#)

You can view the status of your claims and your Explanation of Benefits by visiting [aetna.com](#).

Filter your claims by member name, provider name, etc.

Member	Reference	Claim type	Date	Attachment count
+ WINSTON STANFORD	UAG00007813	Medical	04-10-2017	1

Forms ID Card Profile Contact Us Log Out  
aetna® Welcome SUBSCRIBER  
See Coverage & Costs Stay Healthy Manage Prescriptions  
Message for our Members

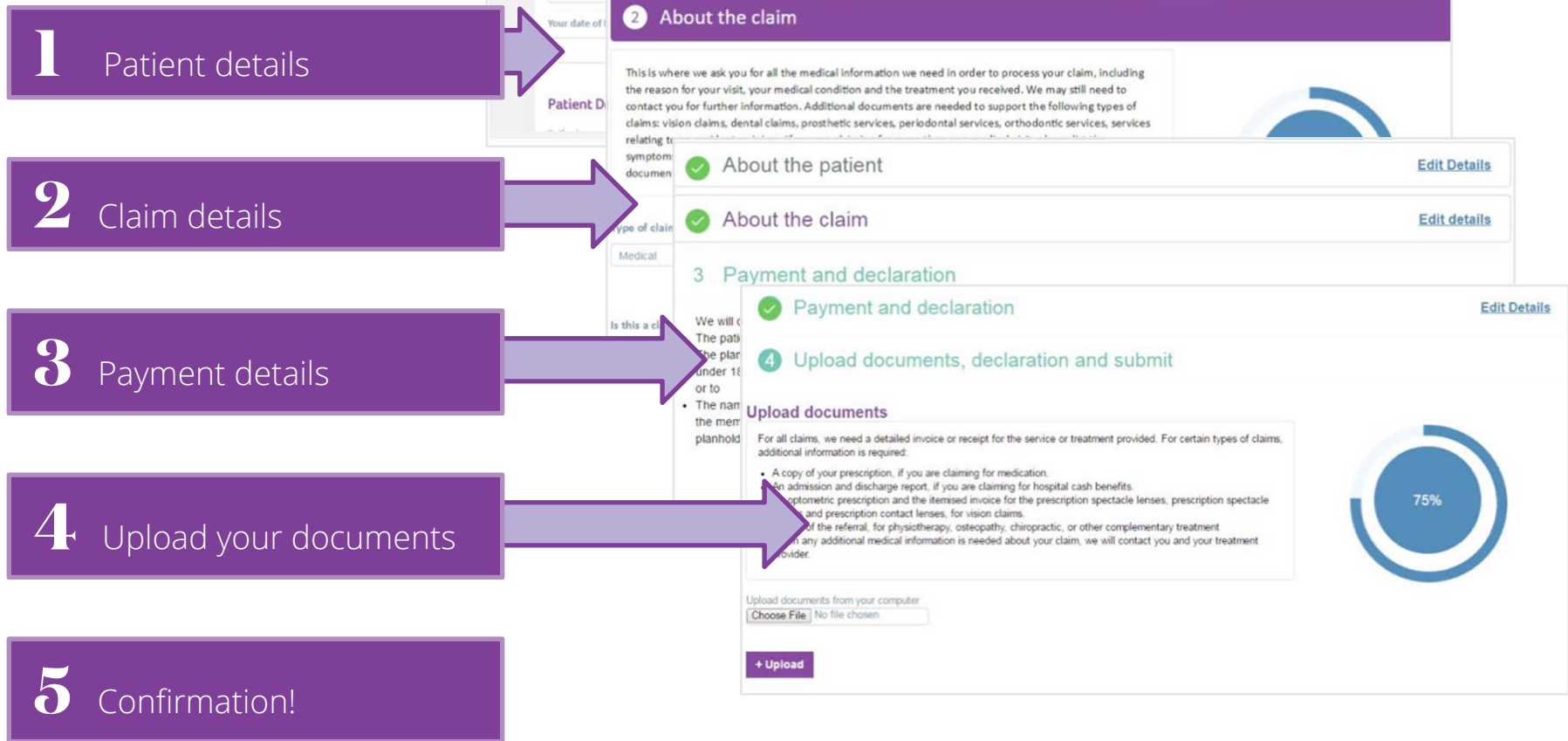
**Live well**

- Find Care >
  - Urgent Care
  - Doctor & Hospital
  - Dentist
  - Other Care Providers
  - Pharmacy
  - My Providers & Visits
  - Choose/change my primary care doctor
- See Coverage & Costs >
  - Benefits
  - Estimate Costs
  - Deductible
  - Out of Pocket Limit
  - Pharmacy Coverage
- Stay Healthy >
  - Health Programs
  - Discounts
- Manage Prescriptions >
  - Order Rx
  - Refill Rx
  - Specialty Rx
  - Pharmacy Coverage
  - Estimate Drug Costs

Feedback

# My claims

The claims submission process is simpler and consolidated into one experience:



# Health and wellness

## Health and Wellness

A wealth of tools and resources designed to make health and wellness a breeze



### Health library

Browse health and wellness topics on everything from fitness to nutrition. Stay up to date with the latest tips on how to stay well or manage a condition.

Explore the library

Easier access to health and wellness information... like our health library.

Take your personalized health assessment.

Take your assessment today



Contact our CARE team for any number of queries including pre-trip planning and world coordination of care.



### Contact the CARE team

At the heart of our service is the CARE team - your point of contact for accessing a higher standard of CARE anytime, anywhere. We offer a global service for pre-trip planning, world coordination of care, finding specialist providers and coordination of evacuations and emergency assistance.

Need to find a provider?

Question about your plan or a claim?

Contact the CARE team



# My plan and me

Members have in-depth information about their plan and member details.

The screenshot shows the Aetna website's 'My plan and me' section. At the top is the Aetna logo and a navigation menu with links for Home, Find health care, My Claims, Health & Wellness, My plan and me, and Questions. The main heading is 'My plan and me'. Below this are four feature cards, each with an icon and a description:

- Member details** (info icon): Check member details and amend your personal details.
- Online enrollment** (refresh icon): Manage coverage options for family members, view benefits summaries, and more.
- View documents** (document icon): View Member Handbooks, the legal details and other plan documents.
- Repeat repayment details** (calendar icon): Also known as Recurring Reimbursement Election or RRE. Set up your preferred method of repayment for regular, eligible treatment or service claims.

Overlaid on the bottom of the screenshot is a vertical sequence of four purple boxes, each containing a number and a description, with a light purple arrow pointing upwards from each box to the corresponding feature card above it:

- 1** Manage consent
- 2** Member details
- 3** View documents
- 4** Repeat repayment details

# My plan and me

“View ID cards” will take you to aetna.com where you can view and print your ID cards.

In your plan documents section, you can find member kit materials and other relevant plan information.

The screenshot shows the Aetna website interface. At the top, there is a purple header with the text "ID Card". Below this, there is a section titled "Select member, card type, and click view ID card". This section contains a dropdown menu for "Member name" with "SUBSCRIBER (You)" selected, and radio buttons for "Card type" with "Medical" selected and "Dental" unselected. A purple button labeled "View ID Card" is positioned below these options. A note below the button reads: "To make the most of your health plan, be sure your doctor is in the network." To the right of this section, there are three informational paragraphs: "To make the most of your health plan, be sure your doctor is in network. Check in Provider Search", "More about your ID card" (explaining that a separate card is not needed for pharmacy info), and "What if the information on your card is wrong?" (advising to contact HR/benefits if information is incorrect). Below the selection section, there is a section titled "View ID Card: SUBSCRIBER" with a "Print/Download ID Card" button and a note: "Your last ID card was mailed on 1/1/2017". The main content area displays a sample Aetna ID card. The card includes the Aetna logo, "NAP", "CHOICE POS II", ID number "W1234 56789", name "01 SUBSCRIBER", RX BIN# "610502", and various plan details like "HEALTH PLAN (80840) 9140860054", "GRP: 123456-010-00002", and "PCP: ABC FAMILY PRACTICE". It also lists dependent information and a payor number. At the bottom of the card, it states "Benefits are administered by Aetna Life Insurance Company or affiliates. Card does not guarantee coverage. For questions on mental health/substance abuse coverage, or to...". Below the ID card, there is a section titled "Your plan documents" which contains six document icons labeled "DOC". Each icon has a corresponding title: "Member Kit Core Brochure - English", "Member Kit Core Brochure - Spanish", "Member Kit Core Brochure - Japanese", "Member Kit Core Brochure - French", "Member Kit Core Brochure - Portuguese", and "Pre-trip Planning Brochure".

# Questions

Get answers to our most frequently asked questions here.

If you can't find what you need, we're available 24/7.

Use the contact information to call us or send us a message via a web form.

**aetna**<sup>®</sup>

Home Find health care My Claims Health & Wellness My plan and me **Questions**

## 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.
- Pre-trip planning**  
All the tips and resources you need to help you get ready for once you're abroad.

**Looking for something else?  
We're here to help you find it.**

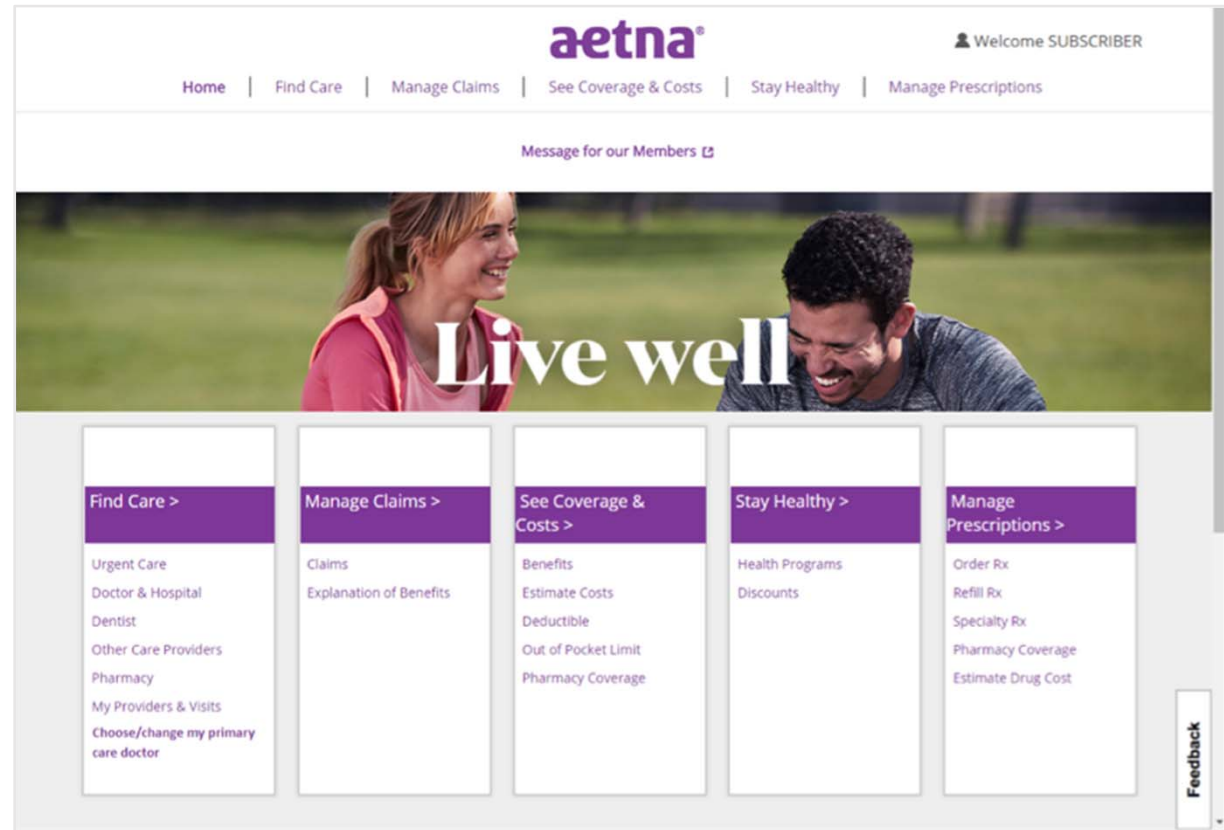
Toll Free (Reverse Charges)  
800-231-7729 (international)  
Direct or Collect: +1-813-775-0190  
Facsimile: Toll Free (Reverse Charges)  
800-475-8751  
Direct: +1-859-425-3363  
TDD (hearing impaired): 800-325-6273

[Send us a message](#)

# aetna.com

Within the new Aetna International Health Hub, you will be directed to [aetna.com](https://aetna.com) for certain tasks and features.

These include printing temporary Member ID cards, viewing a claim status and locating providers inside the United States.



Go to [aetnainternational.com](https://aetnainternational.com) to locate providers and facilities OUTSIDE the United States.

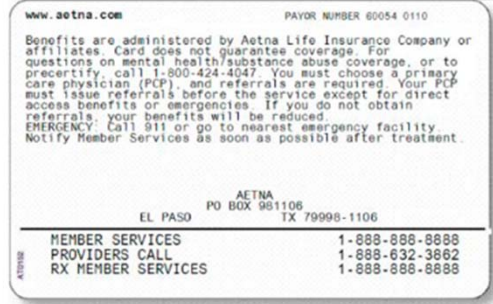
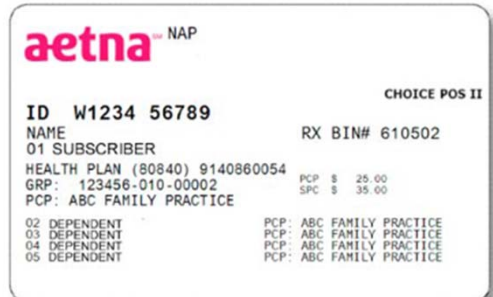
# aetna.com- Member ID cards

View or print your Member ID card

View ID Card: SUBSCRIBER

[Print this ID Card](#)

Your last ID card was mailed on 6/1/2011



Welcome SUB

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Home
Find Care
Manage Claims
See Coverage & Costs
Stay Healthy
Manage Prescriptions

ID Card

Select member, card type, and click view ID card

**Member name**  
SUBSCRIBER (You) ▼

**Card type**  
 Medical     Dental

View ID Card

To make the most of your health plan, be sure your doctor is in the network.

**To make the most of your health plan, be sure your doctor is in network.**  
Check in Provider Search

**More about your ID card**  
You don't need a separate card for all products. For example, your card may include your pharmacy (Rx) info.

If you've lost your ID card and need to show it for care, bring it up on a device such as your cellphone. You can also show your doctor a printed copy.

**What if the information on your card is wrong?**  
If there is incorrect member name or plan information on your member ID card, and you signed up for insurance through your workplace, contact your employer's HR/benefits department and they can give us the change.

If you didn't sign up through work, just call the member services number on your card.

View ID Card: SUBSCRIBER

[Print/Download ID Card](#)

Your last ID card was mailed on 1/1/2017

# aetna.com– U.S. Provider search

## Search for doctors inside the U.S. based on:

- Name
- Specialty
- Language
- Gender
- Hospital affiliation
- Individual/Group PIN

The screenshot displays the Aetna Find Care interface. At the top, there is a navigation bar with links for Messages, Forms, ID Card, Profile, Contact Us, and Log Out. The Aetna logo is prominently featured, along with a user greeting: "Welcome SUBSCRIBER". Below this, a secondary navigation bar includes links for Home, Find Care, Manage Claims, See Coverage & Costs, Stay Healthy, and Manage Prescriptions. The main section is titled "Find Care" and contains three tabs: "Find a Provider" (which is active), "Find Urgent Care", and "My Providers & Visits".

Under the "Find a Provider" tab, there are several filters: "Location" with a dropdown menu showing "Your location" and an "Edit" link; "Member" with a dropdown menu showing "SUBSCRIBER (You)"; and "Current Plan" with a radio button. A language option "En español" is visible in the top right corner of this section.

The main search area is titled "Find what you need by name" and features a search input field with a magnifying glass icon. Below the input field, there is a placeholder text: "Eg: John Wright, Primary Care Physician, Dermatologist, Periodontist".

Below the search area, there is a section titled "Find what you need by category" with an "OR" button. This section contains five category buttons: "Medical Doctors", "Hospitals &...", "Behavioral", "Alternative", and "Alternative". A vertical "Feedback" button is located on the right side of the page.



# aetna.com– U.S. Provider search

## Search for doctors inside the U.S. based on:

- Name
- Specialty
- Language
- Gender
- Hospital affiliation
- Individual/Group PIN

The screenshot displays the Aetna Find Care website interface. At the top, there's a purple header with the 'Find Care' logo and navigation tabs for 'Find a Provider', 'Find Urgent Care', and 'My Providers & Visits'. Below the header, a breadcrumb trail shows 'Find a Provider > Provider Search Results'. A search bar with a magnifying glass icon and the text 'Start New Search' is present. The main content area shows search results for 'Cardiologist near Hartford, Connecticut'. There are tabs for 'In Network', 'List View', and 'Map View', along with 'Filter & Sort' and 'Print' options. A navigation bar with letters A through Z is visible. The results are presented in a table with columns: 'Provider/Facility Information', 'Distance', 'Plan Information', 'Ratings', and 'Out of Pocket (Office Visit)'. Two results are shown for 'Aexcel' at 0.70 miles. The first result is for Jeffrey Kluger, MD, with 4 ratings and a note that he provides maximum savings. The second result is for Jason Aaron Gluck, MD, with 0 ratings and a note that additional information is needed to estimate costs.

Provider/Facility Information	Distance	Plan Information	Ratings	Out of Pocket (Office Visit)
<p><b>Maximum Savings</b></p> <p>Kluger, Jeffrey, MD »</p> <p>In Network at this location as of 01/01/2019</p> <p>80 Seymour Street Hartford, CT 06102</p> <p>(860) 972-2791</p> <p>Specialties: Cardiovascular Disease</p> <p><a href="#">Add to compare</a></p> <p><a href="#">Report Incorrect Information »</a></p>	0.70 miles	<p>★ Aexcel</p> <p><b>Maximum Savings - This provider provides maximum savings for you</b></p> <p>Affiliated with an Aetna Cardiac IOQ - Cardiac Rhythm</p>	★★★★☆ 4 rating(s) »	Estimate Not Available
<p><b>Maximum Savings</b></p> <p>Gluck, Jason Aaron, MD »</p> <p>In Network at this location as of 01/01/2019</p> <p>85 Seymour Street Suite 320</p>	0.70 miles	<p>★ Aexcel</p> <p><b>Maximum Savings - This provider provides maximum savings for you</b></p>	☆☆☆☆☆ 0 rating(s) »	<p>Additional information is needed, use link below to compare and estimate your costs</p> <p><a href="#">Compare and estimate your costs</a></p>

# aetna.com- Claims

Once a member has submitted a claim on Health Hub, he or she will be able to view and track the status on aetna.com.

Messages Forms ID Card Profile Contact Us Log Out

**aetna**® Welcome SUBSCRIBER

Home | Find Care | **Manage Claims** | See Coverage & Costs | Stay Healthy | Manage Prescriptions

**Manage Claims**

Claims Explanation of Benefits

To view other claims, change the selections below and click "Apply".

Member: SUBSCRIBER (You) Claim Type: Medical Dates: Last 90 days **Apply**

**+** Submit a claim  
Download, complete, and mail us the claim

**↓** Download claim(s) **🖨** Print claim(s)

Date	Member	Provider	Bill Amount	Plan Paid	Your Responsibility
10/27/18	SUBSCRIBER (You)	PARKWAYHEALTH SHANGHAI CENTRE MEDICAL	\$302.53	\$50.56	\$222.73 <a href="#">View claim details »</a>

**Medical Balance** »  
Information about Subscriber

In-network  
**Deductible**

You paid  
\$ 200.00 of \$ 200.00

Remaining **\$ 0.00**

**Claims applied** »

In-network out-of-pocket limit  
**Coinsurance**

You paid  
\$ 12.64 of \$ 1,000.00

Remaining **\$ 987.36**

<https://member.aetna.com/secure/member/?v32#/contentPage?page=claimListing>