



Caring for our customers

Aetna Member Website - Navigator

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July 2017

Make Us Your First Stop toward a Healthier You

- To Register as a member, start by accessing our webpage at www.aetna.com
- Click “Log In/Register” in the upper Right Corner



- Use the ID number from your card along with your name, date of birth and zip code to register. You will be prompted to create a username and password

Registered and Ready to Explore

Now that you've registered, choose the Login-Member option and enter your Username and Password to explore all that the site has to offer

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Need help? Ask Ann
Our Virtual Assistant is ready to help you. Ask a question

Member Log In

User name

[User name tips](#)

Password

[Password tips](#)


[Secure log in](#)

[Forgot user name or password?](#)

First-time users
Please sign up for an account.
You will create a user name and password.

[Register now](#)

[Take a tour](#)



Aetna Mobile - Find what you need, wherever, whenever

Two ways to download your FREE Aetna Mobile App:

- Text Apps to 23862 to download now*
- Scan the code with your mobile device

[Learn more about Aetna Mobile](#)

*Standard Messaging rates apply.

Use Aetna Navigator for Your Claims, ID Card and U.S. Provider Search

- Here you can find a doctor, print an ID card, find the cost of a medication or Find a claim.
- From the options in the center of the page, simply choose what you would like to do.
- Can't find what you want? Click on "Contact Us"

aetna® Home Messages | Forms | ID Card | Profile | Contact Us Welcome SUBSCRIBER, Log Out

Find Care
• Urgent Care • Doctor • Dentist
• Hospital • Pharmacy

Manage Claims
• Claims
• Explanation of Benefits

See Coverage & Costs
• Benefits • Estimate Costs
• Deductible
• Out of Pocket Limit
• Pharmacy Coverage

Stay Healthy
• Health Assessment
• Personal Health Record
• Incentives • Health Programs
• Health Dashboard • Discounts
[Complete your Assessment](#)

Manage Prescriptions
• Order Rx • Refill Rx
• Specialty Rx
• Pharmacy Coverage
• Estimate Drug Cost

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Language Assistance: Español | 中文 | Tiếng Việt | 한국어 | Tagalog | Русский | العربية | Kreyòl | Français | Polski | Português | Italiano | Deutsch | 日本語 | فارسی | Other Languages...

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Find a Doctor, Pharmacy or Facility

- By selecting Find a Doctor, Dentist or Facility from the menu on the home page, you can search for provider in your area that participates with your Aetna Choice POS II (Open Access).
- You can search for a provider by name, gender or even by language.



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Welcome SUBSCRIBER, Log Out

Home Messages Forms ID Card Profile Contact Us

Menu Find Care

Find a Provider Find Urgent Care

SUBSCRIBER, What do you want to search for near your location? Change location Change member, plan En Español

Search for doctors, specialists, facilities:

Enter provider or facility name

OR

Find what you need by category

- Medical Doctors & Specialists**
Primary care physicians (PCPs), pediatricians,
- Urgent Care**
Walk-in clinics, urgent care centers, emergency rooms
- Dental Care**
Dentists, orthodontists, periodontists, oral surgeons, endodontists, others
- Hospitals & Facilities**
Hospitals, urgent care centers, walk-in clinics, physical therapy centers,
- Vision**
Routine eye exams, glasses, contact lenses

Feedback

Print an ID Card

- Need a copy of your ID Card? Choose “ID Card” from the menu. Then select the member of your family for whom you need the cards.
- Click on “View ID Card” You can even print or download a copy of your ID card.

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Welcome SUBSCRIBER, Log Out

Home Messages Forms ID Card Profile Contact Us

Menu ID Card

Select member, card type, and click view ID card

Member name
SUBSCRIBER (You)

Card type

View ID Card: SUBSCRIBER

Print/Download ID Card

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

aetna™ NAP

CHOICE POS II

ID W1234 56789

NAME 01 SUBSCRIBER RX BIN# 610502

HEALTH PLAN (80840) 9140860054 PCP \$ 20.00
GRP: 123456-010-00002 SPC \$ 35.00
PCP: ABC FAMILY PRACTICE

02 DEPENDENT	PCP: ABC FAMILY PRACTICE
03 DEPENDENT	PCP: ABC FAMILY PRACTICE
04 DEPENDENT	PCP: ABC FAMILY PRACTICE
05 DEPENDENT	PCP: ABC FAMILY PRACTICE

www.aetna.com PAYOR NUMBER 00054 0110

Benefits are administered by Aetna Life Insurance Company or

To make the most of your health plan, be sure your doctor is in network.
[Check in Provider Search](#)

More about your ID card
Not all products have a separate card. For example, your pharmacy (Rx) information may be included in your medical card. If you have lost your ID card and need to provide it for care, you can display your card using an electronic device such as your cellphone. You can also show your provider a printed copy.

What if the information on your card is wrong?
If there is incorrect information on your member ID card, and you signed up for insurance through your workplace, your benefit administrator can give us the name change for you. If you did not sign up through your workplace, please call the member services number on the back of the card.

Accessibility Services | Contact Us | Contactenos | Site Map

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русский | العربية | Kreyòl | Français | Polski | Português | Italiano | Deutsch |

Need to Review a Claim?

- By selecting “**Manage Claims**” from the home page you can view a list of all medical, dental and pharmacy claims for a selected family member.
- To view/print your EOB’s, click on “**Explanation of Benefits**”

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Welcome SUBSCRIBER, Log Out | Forms | ID Card | Profile | Contact Us

Home Messages

Menu Manage Claims

Claims Explanation of Benefits

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

Member All members Claim Type Medical Dates Last 365 days Apply

Group by Default + Submit a claim Download claim(s)

Date	Member	Provider	Bill Amount	Plan Paid	Your Responsibility
08/07/17	SUBSCRIBER (You)	RICHARD THIGPEN	\$178.00	\$0.00	\$97.06 View details >
09/19/17	DEPENDENT1 (Sponsored Male)	WILLIAM MAYS	\$99.00	\$0.00	\$78.36 View details >
09/06/17	DEPENDENT1 (Sponsored Male)	EDWARD BLANCO	\$120.00	\$0.00	\$55.17 View details >
	DEPENDENT1				\$73.05

Aetna Vision Preferred Claims

Medical Balance >

Information about Family

In-network
Deductible
You paid
\$ 316.36 of \$ 4,200.00
\$ 3,883.64
Remaining
[Claims applied >](#)

In-network out-of-pocket limit

How to access the Aetna International Website

- Click on “View Aetna International”

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Home | Messages | Forms | ID Card | Profile | Contact Us | Other Coverage

Welcome to your member website!
It has a fresh new look designed with your needs in mind. Come explore!

- Find Care**
 - Urgent Care • Doctor • Hospital
 - Pharmacy
 - My Providers & Visits
- Manage Claims**
 - Claims
 - Explanation of Benefits
- See Coverage & Costs**
 - Benefits • Estimate Costs
 - Deductible
 - Out of Pocket Limit
 - Pharmacy Coverage
- Stay Healthy**
 - Health Assessment
 - Health Programs
 - Health Dashboard • Discounts
 - [Complete your Assessment](#)
- Manage Prescriptions**
 - Order Rx • Refill Rx
 - Specialty Rx
 - Pharmacy Coverage
 - Estimate Drug Cost

More resources and information

[View Aetna International >](#)

Find an International Healthcare Provider

- Click on “Find Healthcare”.
- To find a Healthcare provider select a country and city.
- Click on “Search”.

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Overview **Find Healthcare** My Claims Health & Wellness My Plan and Me Questions

Find healthcare

Wherever you find yourself, we'll be right there with you. You have access to over **165,000 healthcare providers** worldwide.

Select a country*
Australia

Select a city
Sydney

SEARCH

- 1. Search**
Use the fields above to search our database of over **193,000 healthcare providers** worldwide.
- 2. Choose**
Click '**Preauthorize**' on your chosen provider to inform us and or apply for '**Direct Settlement**' on eligible claims.
- 3. Apply**
Once you've **submitted your application and received authorisation**, you can contact the provider to arrange an appointment.

Need to Review a Claim?

- Click on “My Claims”.
- To check the status of your claims, view your claims history and Explanation of Benefits (EOB) and print off temporary ID cards, click on “Go to Aetna Navigator”
- Please note: You will not need to log in again.

The screenshot shows the Aetna website's 'My Claims' page. At the top, the Aetna logo is on the left, and a 'Logout' link is on the right. Below the logo is a navigation menu with links for 'Overview', 'Find health care', 'My Claims', 'Health & Wellness', 'My plan and me', and 'Questions'. The main heading is 'My Claims', followed by the text 'We'll help you spend less time managing your claims, and more time living your life.' and a 'New claim' button. Below this is a banner image of a woman looking at her phone. Underneath the banner, there is a text prompt: 'Go to Aetna Navigator to search claims, view the status of your claims, and view your related Explanation of Benefits (EOB)', with a 'GO TO AETNA NAVIGATOR' button below it. A filter section includes a 'Filter by Reference ID' dropdown, 'Start date' and 'End date' date pickers, and an 'Update' button. The main content area displays the message 'You don't have any claims in this status yet. Here's how it works:' followed by three steps: 1. Have treatment, 2. Submit a claim, and 3. Get reimbursed. Each step includes a brief description and a corresponding button: 'Search for healthcare', 'Start your first claim', and 'More about the claim process'.

Thank you

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