Caring for our customers

Aetna Member Website - Navigator

aetna®

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

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"

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.

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.

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"

How to access the Aetna International Website

- Click on "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".

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.

Thank you

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