Make a more informed decision. See how COVA HealthAware can work for you.

Welcome to the COVA HealthAware Aetna Navigator Guest ID that provides you with a sample Aetna Navigator experience! You can access many of the tools and features available to a Navigator-enrolled Aetna member, including estimating your cost of care on COVA HealthAware with Member Payment Estimator. If you have questions, please contact Aetna Concierge at 855-414-1901. Please note Aetna Navigator Guest ID is only available during certain periods throughout the year.

1) Go to www.aetna.com and select Log In/Register.
2) Enter covaguest1 as your user name and password. It's important to remember that your Guest ID is case sensitive.

> Username: covaguest1
> Password: covaguest1

3) The next screen will be your Guest ID secure home page. You can explore the features available on Aetna Navigator, your secure member website, by clicking the topics in the:

- o   Top menu
- o   Side menu
- o   I want to… menu

4) To estimate and compare your cost of care for certain services, in the center of the secure home page under "Your Health Care Costs", click on the orange Member Payment Estimator button. You will notice a specific member demographic has been selected for the Guest ID account, which may result in limitations with the types of services you will be able to select from.

Important Reminders

- Guest IDs are case sensitive
- If you mistype or leave your internet session inactive you will temporarily not be able to use that Guest ID (sometimes for up to a fifteen minutes)
- When you experience an issue logging in with a Guest ID, close your internet session and retry the guest ID
- Guest ID access is available at specified periods throughout the year

As a Guest ID user, there are certain functions that are not enabled within Navigator. You will see a pop up message for restrictions, such as the following:

- Map link
- Provider details link
- Estimate drug costs
- Ask Ann (Limited functionality with guest ID's)
- Searching for a single provider by name. The reason for this is that we want members to compare provider's costs and not search on a single provider for an estimate