



## **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.

If you have questions, please contact Aetna Concierge at 855-414-1901.

- 1) Go to [www.aetna.com](http://www.aetna.com) and select Log In/Register.
- 2) Enter the user name and password. It's important to remember that your Guest ID is case sensitive.

Username: ahfhraguest1

Password: ahfhraguest1

- 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:

- Top menu
- Side menu
- I want to... menu

### **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

**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