



# Aetna Health Digital Reference Guide



# Table of Contents

---

## Aetna Member Website

|  |       |
|--|-------|
| Logging in                                     | 4-8   |
| Registering a new account                      |       |
| Registered users                               |       |
| Accessing key information from the home screen | 9-10  |
| Accessing your Aetna HealthFund (HRA)          | 11    |
| Searching for providers/procedures/facilities  | 12-13 |
| Estimating the cost of care                    | 14    |
| Aetna Informed Rewards <sup>SM</sup>           | 15-20 |
| Managing claims                                | 21-22 |
| Accessing the Member Engagement Platform       | 23-30 |
| Health information                             |       |
| Health assessment                              |       |
| Digital coaching                               |       |
| Wellness challenges                            |       |
| Rewards Center/incentives                      |       |

# Table of Contents

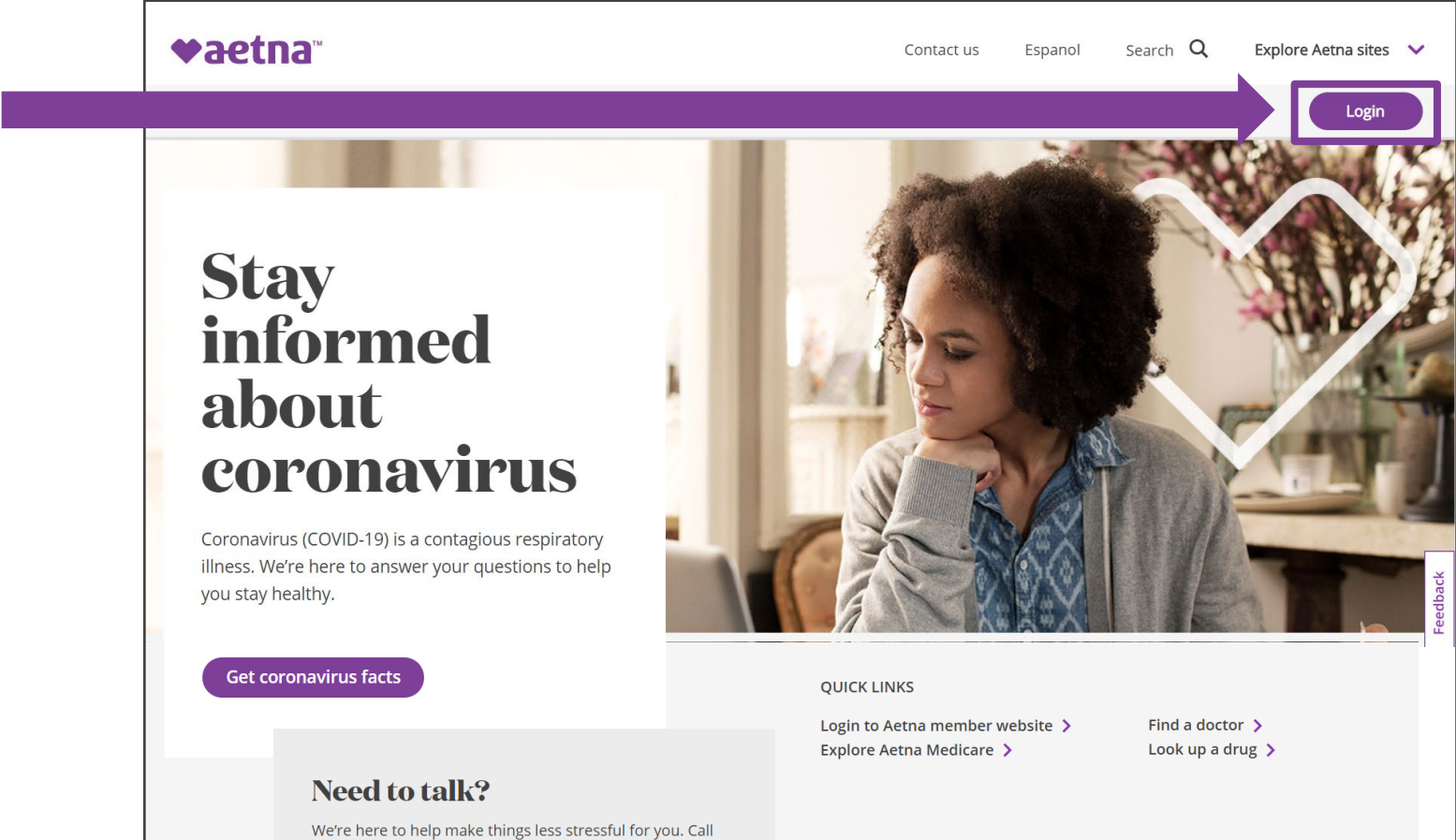
---

## Aetna Health App

- Downloading the Aetna Health App 31
- Logging in 32
- Manage tab 33-36
  - Viewing your ID card
  - Viewing your benefits and spending details
  - Viewing your claims and FSA balance
  - Paying a claim
- Improve tab 37-38
  - Completing your health assessment
  - Accessing digital coaching
- Search tab 39-41
  - Searching for providers/procedures/facilities
- Records tab 42
  - Viewing your health records

# Aetna Member Website: Logging in

Go to [www.aetna.com](http://www.aetna.com) and click on **Login**.

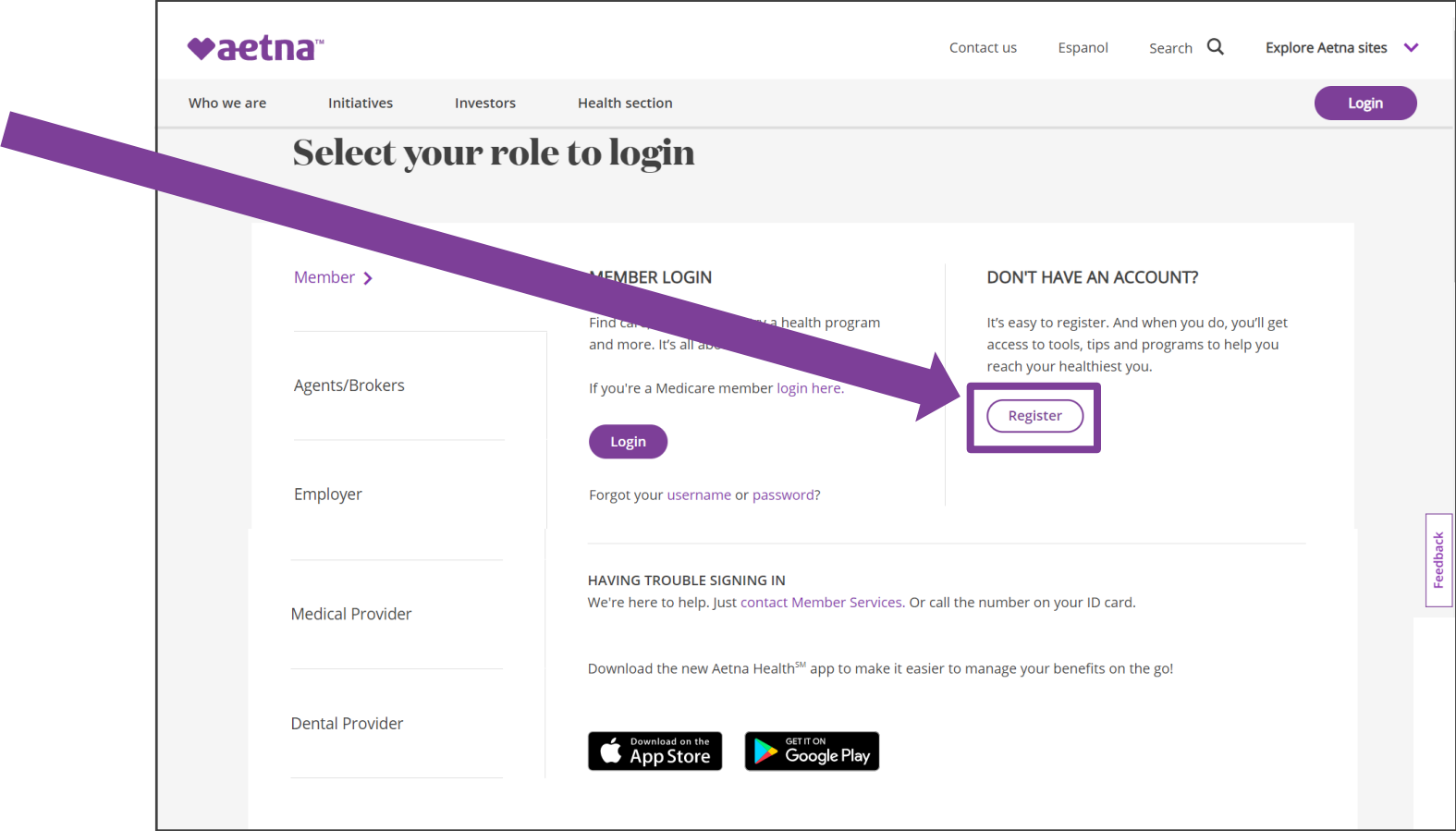


The screenshot shows the Aetna member website interface. At the top left is the Aetna logo. On the right side of the header, there are links for "Contact us", "Español", a search icon, and "Explore Aetna sites" with a dropdown arrow. A purple arrow points from the text on the left to a purple "Login" button in the top right corner. Below the header, there is a large banner with the text "Stay informed about coronavirus" and a sub-headline "Coronavirus (COVID-19) is a contagious respiratory illness. We're here to answer your questions to help you stay healthy." Below this banner is a purple button labeled "Get coronavirus facts". To the right of the banner is a photograph of a woman with curly hair looking thoughtful, with a white heart outline overlaid on the image. Below the banner and photo is a "QUICK LINKS" section with four links: "Login to Aetna member website", "Explore Aetna Medicare", "Find a doctor", and "Look up a drug". At the bottom left, there is a section titled "Need to talk?" with the text "We're here to help make things less stressful for you. Call". A vertical "Feedback" button is located on the right edge of the page.



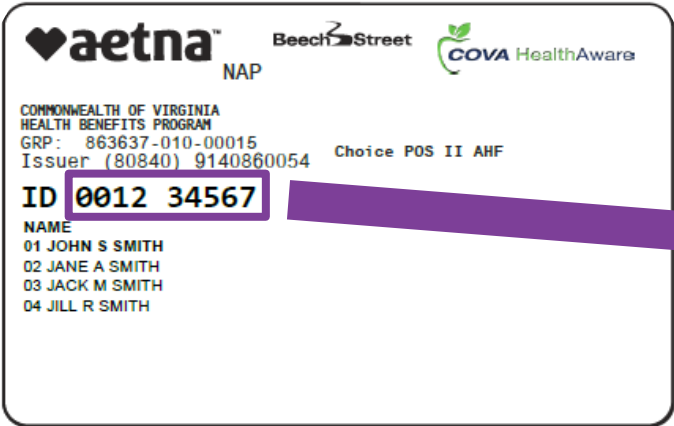
# Aetna Member Website: Registering a new account

Click **Register**.



# Aetna Member Website: Registering a new account

Register for a new account using your Member ID number found on your COVA HealthAware ID card.



Complete the step-by-step prompts to complete your registration.

**♥ aetna**

## New User Registration

Step 1 of 4 Personal Info    Step 2 of 4 Validate Identity    Step 3 of 4 Create Account    Step 4 of 4 Terms and Conditions

\*marked fields are required

Sign up using my

- Member ID
- Social Security number

Member ID\*  
001234567

Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us. [Get help locating your Member ID »](#)

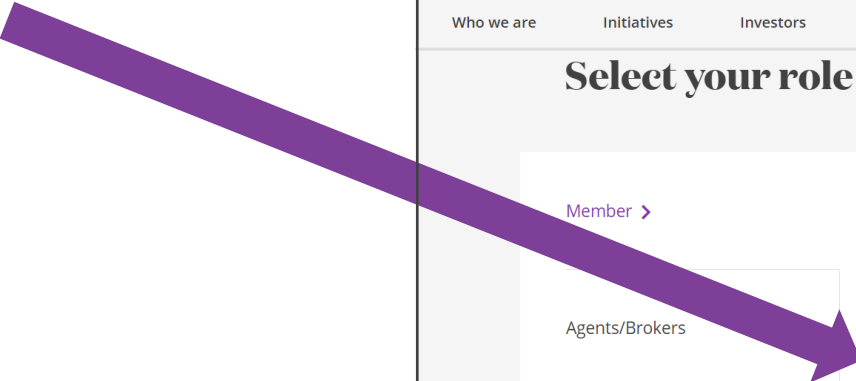
Full first name\*  
[Text Input Field]

Full last name\*  
[Text Input Field]

Date of birth\*  
Month [Dropdown] Day [Dropdown] Year [Dropdown]

# Aetna Member Website: Registered users

Click **Login**.

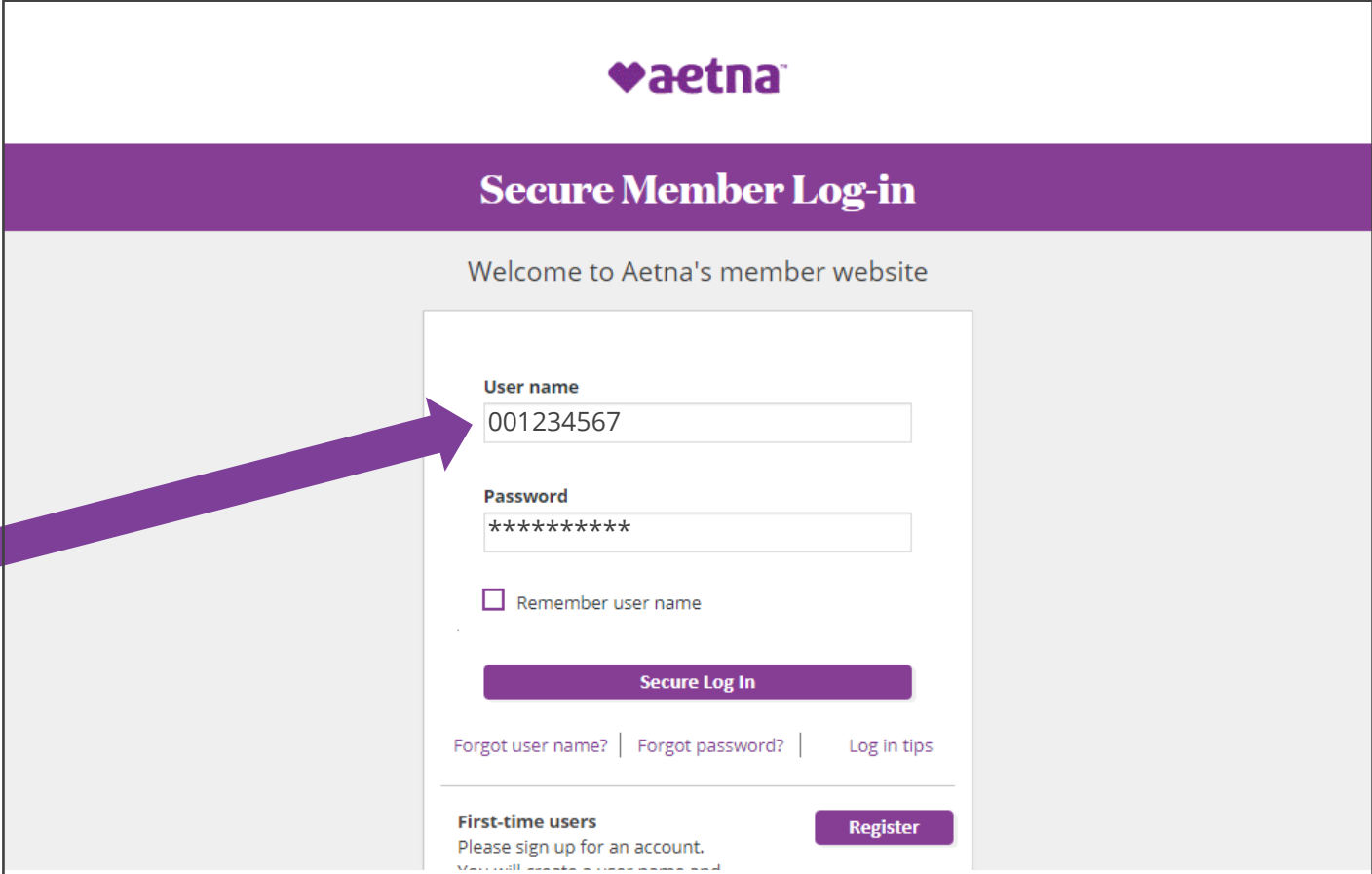
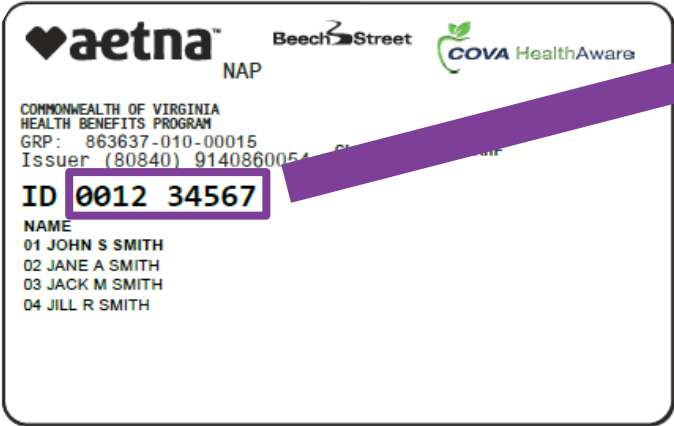


The screenshot shows the Aetna member website's login page. At the top left is the Aetna logo. The top right contains links for 'Contact us', 'Español', a search icon, and 'Explore Aetna sites'. Below this is a navigation bar with 'Who we are', 'Initiatives', 'Investors', and 'Health section', followed by a purple 'Login' button. The main heading is 'Select your role to login'. On the left is a vertical list of roles: 'Member &gt;', 'Agents/Brokers', 'Employer', 'Medical Provider', and 'Dental Provider'. The 'Member &gt;' option is selected. The 'MEMBER LOGIN' section contains the text 'Find care, manage costs, try a health program and more. It's all about you.' and 'If you're a Medicare member login here.' Below this is a purple 'Login' button, which is highlighted with a purple border. Underneath the button is the text 'Forgot your username or password?'. To the right is the 'DON'T HAVE AN ACCOUNT?' section with the text 'It's easy to register. And when you do, you'll get access to tools, tips and programs to help you reach your healthiest you.' and a purple 'Register' button. At the bottom of the page, there are links for 'HAVING TROUBLE SIGNING IN' and a promotion for the 'Aetna Health' app, with 'Download on the App Store' and 'GET IT ON Google Play' buttons. A vertical 'Feedback' button is on the far right.

# Aetna Member Website: Registered users

Login using your Member ID number located on your COVA HealthAware ID Card.

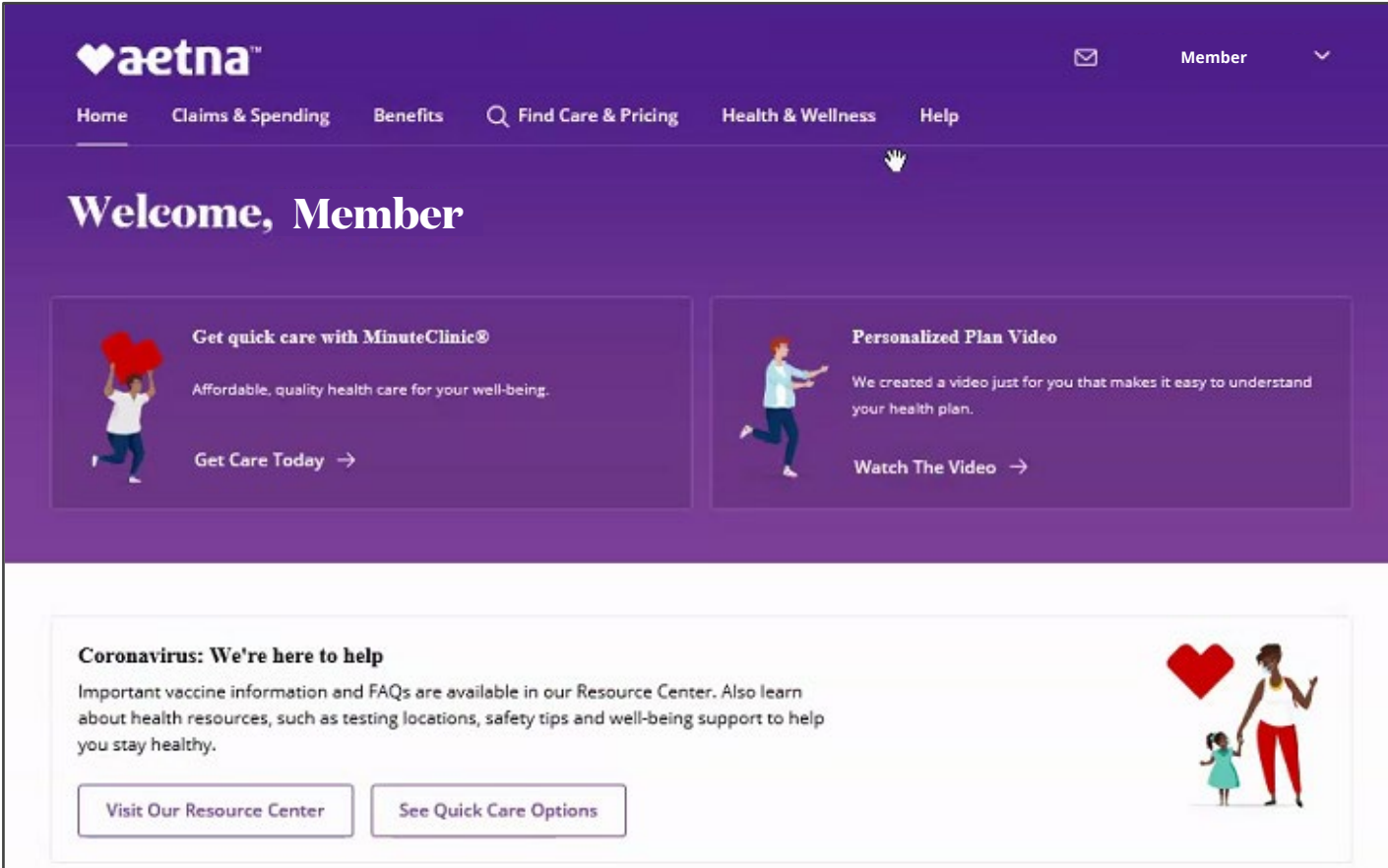
Your password will have been previously set by you during your initial registration.





# Aetna Member Website: Accessing key information from the home screen

The home screen provides an overview and quick links to important information related to your health plan.



# Aetna Member Website: Accessing key information from the home screen

Spending Summary  
(progress on  
deductible and out-  
of-pocket maximum)



The screenshot shows the Aetna Member Website home screen. It is divided into two main columns. The left column is titled 'Plan Overview' and contains several sections: 'Medical Coverage' (with a progress bar for deductible and out-of-pocket maximum), 'What's Covered', 'ID Cards', 'Spending Details', 'Your Plan Video', and 'Vision Coverage'. The right column is titled 'Claims' and contains a list of recent claims, followed by 'Member Resources' which includes links to various support centers. A 'Flexible Spending Account (FSA)' section is located at the bottom of the Plan Overview column. Annotations with arrows point to the Medical Coverage section, the links in the Member Resources section, and the Claims list.

**Plan Overview**

**Medical Coverage** ^

In-Network Spending

Deductible - \$1,500

\$0 Spent \$1,500.00 Remaining

Out-of-Pocket Max - \$3,000

Full coverage starts after you spend \$3,000 on services that count toward your out-of-pocket max.

\$0 Spent \$3,000.00 Remaining

[What's Covered](#)

[ID Cards](#)

[Spending Details](#)

[Your Plan Video](#)

**Vision Coverage** ^

**Flexible Spending Account (FSA)** i Available Balance \$307.00

[Manage in PayFlex](#) 🔗

**Claims** [View All](#)

- [EyeMed Vision Care](#) Jan 10, 2020 Balance \$0.00
- [Kevin Powers](#) Jan 30, 2019 Balance \$0.00
- [Cephalexin Sus 25...](#) Jan 30, 2019 Your Total Cost \$0.00
- [Kevin Powers](#) Jan 14, 2019 Balance \$0.00
- [Proair Hfa Aer](#) Jan 14, 2019 Your Total Cost \$0.00

**Member Resources**

- [Coronavirus Resource Center](#) →
- [Your HealthFund](#) →
- [Anthem Pharmacy](#) 🔗
- [Delta Dental](#) 🔗
- [Well-being Resources](#) →
- [Mental Health Support & Services](#) →
- [Cancer Support Center](#) →

Links to important  
resources



Recent claims

# Aetna Member Website: Accessing your Aetna HealthFund (HRA)

Messages 1 | Forms | ID Card | Profile | Contact Us | Your Videos | Log Out

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

## See Coverage & Costs

Financial Overview | Coverage & Benefits | Estimate Costs

Financial Overview > HealthFund HRA

### Summary Overview

Contributions | Payments

Member's Start date in plan: January 1, 2014  
Who's Covered: Employee Only

Rollover Amount  
Any remaining fund dollars carried over from last year's plan  
\$0.00

Employer Contribution this year  
The amount of money your employer puts in your fund in a year  
\$1,000.00

| Total      | Used     | Remaining    |
|------------|----------|--------------|
| \$1,000.00 | - \$0.00 | = \$1,000.00 |

View your deductible and other information on the Medical Plan Details > page or Dental Plan Details < page.

What does your HealthFund include?  
Your HealthFund page includes information on how your fund dollars are being spent. You can also see activity, such as the amount your employer has contributed.  
What is Incentive Reward Program?  
You can view your Incentive activities and rewards. Once rewards are earned, you may receive prizes, cash or points, or add benefit dollars to your fund. Activities and rewards will not display when your employer manages them.  
Incentive Programs >

Claims View All

- EyeMed Vision Care Balance \$0.00  
Jan 10, 2020
- Kevin Powers Balance \$0.00  
Jan 30, 2019
- Cephalexin Sus 25... Your Total Cost \$0.00  
Jan 30, 2019
- Kevin Powers Balance \$0.00  
Jan 14, 2019
- Proair Hfa Aer Your Total Cost \$0.00  
Jan 14, 2019

### Member Resources

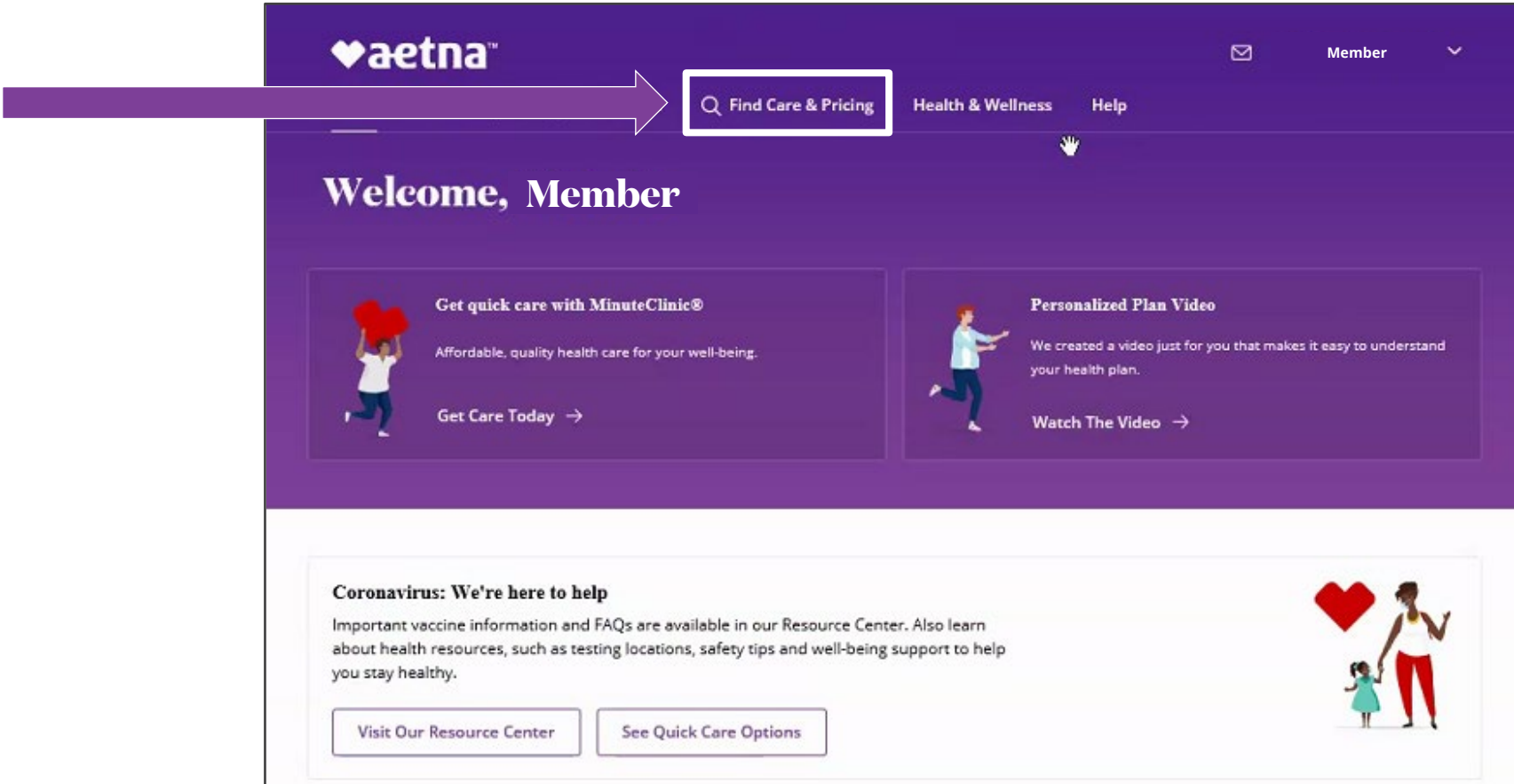
- Coronavirus Resource Center →
- Your HealthFund →**
- Anthem Pharmacy ↗
- Delta Dental ↗
- Well-being Resources →
- Mental Health Support & Services →
- Cancer Support Center →

Flexible Spending Account (FSA) ⓘ Available Balance \$307.00  
Manage in PayFlex ↗

Click on "Your HealthFund" to access details and manage your HRA.

# Aetna Member Website: Searching for providers/procedures/facilities

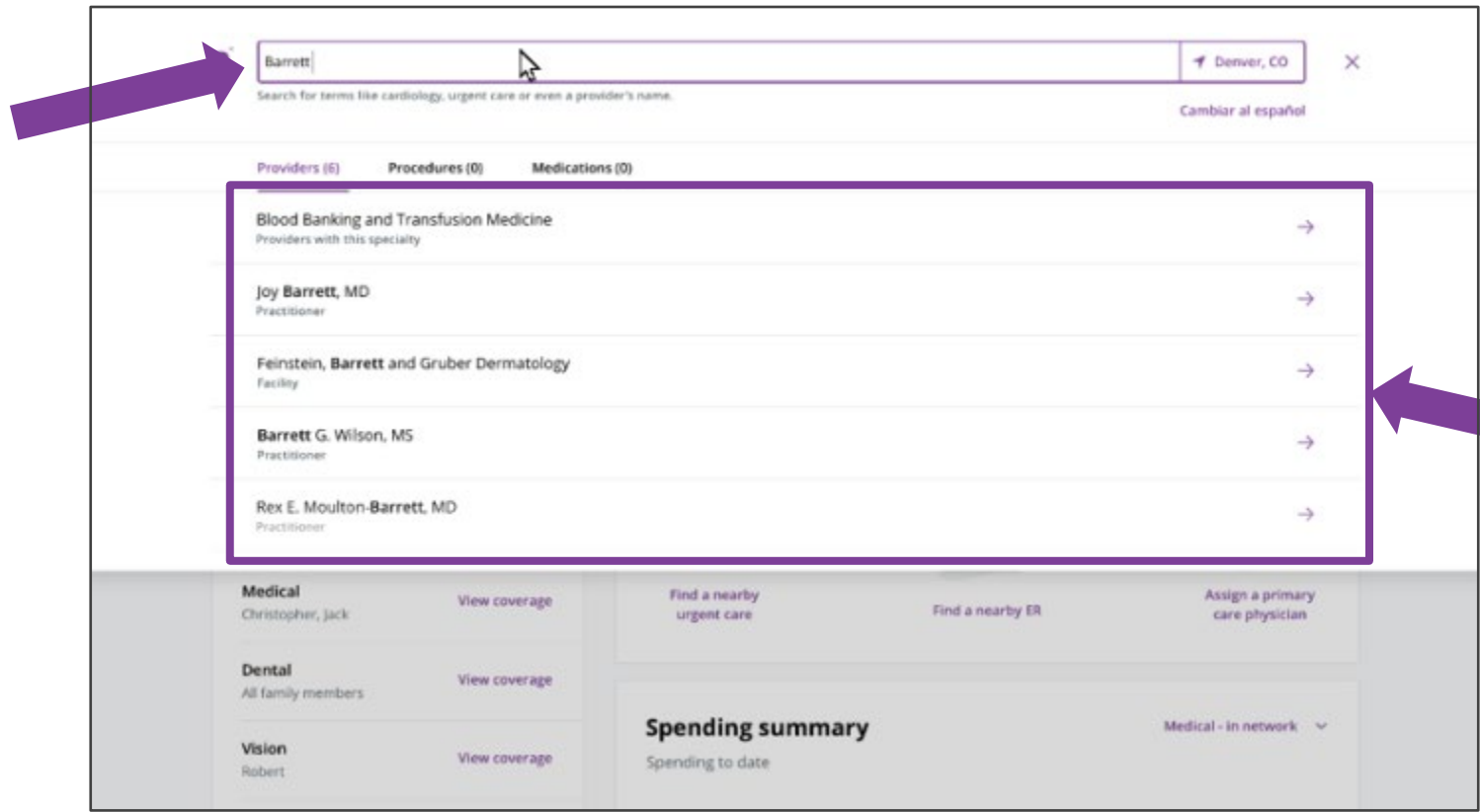
Click "Find Care & Pricing"



The screenshot shows the Aetna Member Website interface. At the top left is the Aetna logo. In the top right corner, there is a mail icon, the text "Member", and a dropdown arrow. Below the logo, there is a search bar containing the text "Find Care & Pricing", which is highlighted with a white box. To the right of the search bar are the links "Health & Wellness" and "Help". A purple arrow points from the text "Click 'Find Care & Pricing'" to the search bar. Below the navigation bar, the main content area has a purple background with the text "Welcome, Member". There are two main promotional cards: one for "MinuteClinic" with the text "Get quick care with MinuteClinic®" and "Affordable, quality health care for your well-being.", and another for "Personalized Plan Video" with the text "We created a video just for you that makes it easy to understand your health plan." Both cards have a "Get Care Today" or "Watch The Video" button with a right-pointing arrow. At the bottom, there is a white box with the heading "Coronavirus: We're here to help" and a paragraph of text. To the right of this text is an illustration of a woman and a child holding hands under a red heart. Below the text are two buttons: "Visit Our Resource Center" and "See Quick Care Options".

# Aetna Member Website: Searching for providers/procedures/facilities

Type in the search field to search for providers, procedures, facilities, etc.



Make a selection from the search results drop-down menu to view details.

# Aetna Member Website: Estimating the cost of care

Click  
“Estimate  
Costs for a  
Service” to  
get an  
estimated  
cost based  
off your  
deductible  
and  
coinsurance.

The screenshot shows the Aetna member website interface. At the top, there is a navigation bar with the Aetna logo, a member name dropdown, and links for Home, Claims & Spending, Benefits, Find Care & Pricing, Health & Wellness, and Help. A purple arrow points from the text on the left to a purple-bordered box around the 'Estimate Costs for a Service' button in the 'Find Care & Pricing' section. Below this, there is a search result for 'Infectious Disease' at '1250 East Marshall Street, Richmond, VA 23298', which is '8.97 miles from you'. The search result includes contact information and a section for 'Practices at This Location' listing 'MCV Associated Physicians/Specialists'.

The screenshot shows the 'Estimate Costs for a Service' form. It includes the following fields and sections:

- Who needs care?** Member Name
- At which location?** 1250 East Marshall Street, Richmond, VA 23298
- For what service?** Established Patient Office Visit (Infectious Disease)
- Cost Breakdown**

|                            |       |
|----------------------------|-------|
| <b>Member rate</b>         | \$144 |
| <b>Your plan pays</b>      | \$144 |
| <b>Your estimated cost</b> | \$0   |
- Your costs may include:**

|                    |       |
|--------------------|-------|
| <b>Deductible</b>  | \$144 |
| <b>Coinsurance</b> | \$0   |
| <b>Copay</b>       | \$0   |



# Aetna Member Website: Aetna Informed Rewards – Finding eligible procedures

Click **Find Care & Pricing**

Search for a procedure.

Click on **Procedures** and then select the appropriate result from the list to display the providers who perform the procedure.

The screenshot shows the Aetna Member Website interface. At the top, the Aetna logo is on the left, and 'Member' with a dropdown arrow is on the right. Below the logo is a navigation bar with 'Find Care & Pricing', 'Health & Wellness', and 'Help'. A purple arrow points from the text 'Click Find Care & Pricing' to the 'Find Care & Pricing' button. Below the navigation bar is a 'Welcome, Member' banner. A purple arrow points from the text 'Search for a procedure.' to the search bar in the 'Find Care & Pricing' modal. The search bar contains 'x-ray of chest'. To the right of the search bar are dropdown menus for 'For' (set to 'Landin') and 'Near' (set to 'Aurora, CO'). Below the search bar are two buttons: 'Procedures (1)' and 'Medications (8)'. A purple arrow points from the text 'Click on Procedures' to the 'Procedures (1)' button. Below these buttons is a list of search results. The first result is 'X-Ray of Chest' with the subtext 'Providers who perform this procedure'. A purple arrow points from the text 'select the appropriate result from the list to display the providers who perform the procedure.' to this result. At the bottom of the modal, there are two buttons: 'Visit Our Resource Center' and 'See Quick Care Options'.

# Aetna Member Website: Aetna Informed Rewards – Activating rewards

You will see a list of providers and the estimated costs associated with each.\*

If the cost of the procedure at any given location falls below the predetermined amount and is eligible for a reward\*\*, you will see a button under the estimate cost stating **ACTIVATE UP TO \_\_\_\_ REWARD.\*\*\***

Click on the button to activate the reward for the procedure.

The screenshot displays two provider listings. The first listing is for SMI Imaging, Inc., with an estimated cost of \$59. The second listing is for Medical Imaging of Colorado-HCA Affiliate, with an estimated cost of \$85. Both listings include a button labeled 'ACTIVATE UP TO \$25 REWARD' with a gift icon, which is highlighted by a purple box and a purple arrow pointing to it from the left. The listings also show the provider's address, phone number, and 'IN NETWORK' status.

| Provider Name                             | Address  | Phone Number   | Distance            | Estimated Cost | Reward                     |
|---|--|----------------|---------------------|----------------|----------------------------|
| SMI Imaging, Inc.                         | 14301 East Cedar Avenue, Suite E<br>Aurora, CO 80012 | (720) 492-1985 | 2.26 miles from you | \$59           | ACTIVATE UP TO \$25 REWARD |
| Medical Imaging of Colorado-HCA Affiliate | 1400 South Potomac Street, Suite 180                 | (720) 493-3388 | 2.35 miles from you | \$85           | ACTIVATE UP TO \$25 REWARD |

\*The costs of procedures listed are estimates.

\*\*Reward amounts vary by procedure between \$25 and \$75.

\*\*\*Cost estimates may not display for certain providers and are therefore not eligible for a rewardable service.

©2021 Aetna Inc.



# Aetna Member Website: Aetna Informed Rewards – Activating rewards

Click **Confirm Email for Rewards**.

Enter and confirm your preferred email address, then click **Activate Rewards** to activate the reward.

**Aetna Informed Rewards**

**Introducing Aetna Informed Rewards**

Costs can vary widely depending on where you go. And higher cost doesn't necessarily mean better service.

So we've identified providers near you that give you the same service at a lower price. These providers are all part of our existing network of participating providers.

Smart choices for certain services can help you save money, and can help lower costs in the health care system. **Plus, you can get rewarded with e-gift cards.**

Here's how it works:

1. Confirm your email so we know where to send you rewards and can be different from the one on file.
2. Visit the provider for an eligible service we've identified.
3. We'll process the claim from your visit, then you'll receive your reward.

**Confirm Email for Rewards** **Skip for now**

**Aetna Informed Rewards**

**Landin Loecken**

Email Address  
abc123@guest.com

Confirm Email Address  
abc123@guest.com

By activating rewards, you agree to the [Terms & Conditions](#).

**Activate Rewards**

# Aetna Member Website: Aetna Informed Rewards – Next steps confirmation email

---


You will receive a confirmation email from  
**ProgramSupport@aetnainformedrewards.com**  
outlining the next steps to earn your reward.



Hi Human,

Congratulations for choosing lower-cost health care. You're now eligible for a \$25.00 reward!

Here's how the process works:

Have the service performed at any doctor or facility with an Activate Reward icon  for this rewardable procedure.

Sit back and relax! It takes 60-90 days to process your claim.

Once your claim has been processed, we'll send you an email and your employer will take the next steps with your reward.

To see the status of an existing reward or explore other rewardable services, sign into your health plan account and visit your rewards homepage. For questions about rewards, check out the FAQ on your rewards homepage or call the customer service number on the back of your member ID card.

Thank you for signing up! And, congratulations for making smarter health care choices.

Sincerely,

The Aetna Informed Rewards team

# Aetna Member Website: Aetna Informed Rewards – Processed claim confirmation email

---

Once your claim has been processed, you will receive a confirmation email from **ProgramSupport@aetnainformedrewards.com.**

If you are an active employee, you will soon see your reward reflected in your paycheck. Other participants will receive a check in the mail from your employer. Please contact your employer with any questions regarding receiving your reward.



Hi Human,

Congratulations, you've earned a \$50.00 reward! And, you've joined the growing number of people making smarter health care choices.

Your employer will take the next steps with your reward.

Thank you for letting us support you on your health care journey. Enjoy your reward!

Sincerely,

The Aetna Informed Rewards team

# Aetna Member Website: Aetna Informed Rewards – Processed claim confirmation email

Reward amounts vary by service. Refer to the chart on the right to see how much you can earn for each type of eligible service.

| Start earning rewards on these common medical services |      |   |
|--|------|---|
| Carpal tunnel release                                  | \$75 |   |
| Cataract removal                                       | \$75 |   |
| Colonoscopy  | \$75 | Diagnostic, basic, preventive   |
| CT scan  | \$50 | Abdomen; arm, elbow, wrist or hand (upper extremities); chest region; head or neck area; knee or ankle (lower extremities); spine or pelvic region          |
| Endoscopy  | \$75 | Upper GI  |
| Hernia repair  | \$75 |   |
| Mammogram  | \$25 | Diagnostic or preventive  |
| MRI  | \$50 | Abdominal region; arm, elbow, wrist or hand (upper extremities); chest region; head or neck area; knee or ankle (lower extremities); spine or pelvic region |
| Tonsillectomy  | \$75 |   |
| Ultrasound   | \$25 | Abdomen; breasts; pregnancy after 14 weeks  |
| X-ray  | \$25 | Abdomen; ankle; arm; chest; elbow; foot and toes; hand and fingers; hip; knee; leg; lower back; neck; pelvis; shoulder; upper back; wrist                   |



# Aetna Member Website: Managing claims

Click on a recent claim on the home page to view its details and to pay the claim if it is outstanding.



**Find Care & Pricing**

[Find a Provider](#) [Get Quick Care](#)

**Plan Overview**

**Medical Coverage** ^

In-Network Spending

Deductible - !

Spent Remaining

**Out-of-Pocket Max - \$3,000**  
Full coverage starts after you spend \$3,000 on services that count toward your out-of-pocket max.

**\$0** \$3,000.00  
Spent Remaining

[What's Covered](#)

[ID Cards](#)

[Spending Details](#)

[Your Plan Video](#)

**Vision Coverage** ∨

**Flexible Spending Account (FSA)** ⓘ Available Balance  
**\$307.00**  
[Manage in PayFlex](#)

**Claims** [View All](#)

- [EyeMed Vision Care](#) Balance  
For - Jan 10, 2020 **\$0.00**
- [Kevin Powers](#) Balance  
For - Jan 30, 2019 **\$0.00**
- [Cephalexin Sus 25...](#) Your Total Cost  
For - Jan 30, 2019 **\$0.00**
- [Kevin Powers](#) Balance  
For - Jan 14, 2019 **\$0.00**
- [Proair Hfa Aer](#) Your Total Cost  
For - Jan 14, 2019 **\$0.00**

**Member Resources**

- [Coronavirus Resource Center](#) →
- [Your HealthFund](#) →
- [Anthem Pharmacy](#)
- [Delta Dental](#)
- [Well-being Resources](#) →
- [Mental Health Support & Services](#) →
- [Cancer Support Center](#) →

# Aetna Member Website: Managing claims

Click "Claims & Spending" to access your entire history of claims.

The screenshot displays the Aetna member website interface. At the top, the navigation bar includes the Aetna logo, a 'Member' dropdown, and links for 'Claims & Spending', 'Benefits', 'Find Care & Pricing', 'Health & Wellness', and 'Help'. A purple arrow points to the 'Claims & Spending' link. Below the navigation, the page is titled 'Welcome, Member' and features a 'Manage Claims' section. This section includes a search filter with dropdowns for 'Member' (set to 'You'), 'Claim Type' (set to 'Medical'), and 'Dates' (set to 'Last 180 days'), with an 'Apply' button. Below the filter is a table of claim history with columns for Date, Member, Provider, Bill Amount, Plan Paid, and Your Responsibility. To the right of the table are links for 'Disability', 'View your HealthFund', and 'Aetna Vision Preferred Claims'. At the bottom right, a 'Medical Balance' summary shows 'In-network Deductible' with 'You paid \$ 5,000.00 of \$ 5,000.00'. A disclaimer at the bottom of the screenshot reads: '\*\*This screen mockup is a placeholder, the actual screen has not been designed yet\*\*'.

| Date     | Member | Provider                         | Bill Amount | Plan Paid | Your Responsibility                            |
|----------|--------|----------------------------------|-------------|-----------|--|
| 10/25/18 | (You)  | DENVER DERMATOLOGY CONSLT        | \$73.00     | \$47.21   | \$0<br><a href="#">View claim details &gt;</a> |
| 10/14/18 | (You)  | ROCKY MOUNTAIN MEDICAL EQUIPMENT | \$127.60    | \$88.00   | \$0<br><a href="#">View claim details &gt;</a> |

# Aetna Member Website: Accessing the Member Engagement Platform

Click “Well-being Resources” to access your Member Engagement Platform.

**Find Care & Pricing**

[Find a Provider](#) [Get Quick Care](#)

**Plan Overview**

**Medical Coverage**

In-Network Spending

Deductible - \$1,500

\$0 Spent \$1,500.00 Remaining

Out-of-Pocket Max - \$3,000

Full coverage starts after you spend \$3,000 on services that count toward your out-of-pocket max.

\$3,000.00 Remaining

**What's New**

- ID Cards
- Spending Details
- Your Plan Video

**Vision Coverage**

**Flexible Spending Account (FSA)** Available Balance: \$307.00

[Manage in PayFlex](#)

**Claims** [View All](#)

- EyeMed Vision Care** Balance: \$0.00  
For: Jan 10, 2020
- Kevin Powers** Balance: \$0.00  
For: Jan 30, 2019
- Cephalexin Sus 25...** Your Total Cost: \$0.00  
For: Jan 30, 2019
- Kevin Powers** Balance: \$0.00  
For: Jan 14, 2019
- Proair Hfa Aer** Your Total Cost: \$0.00  
For: Jan 14, 2019

**Member Resources**

- Coronavirus Resource Center →
- Your HealthFund →
- Anthem Pharmacy ↗
- Delta Dental ↗
- Well-being Resources** →
- Mental Health Support & Services →
- Cancer Support Center →

**Discover a Healthier You!**

Make you find all the resources, guidance and support you need to reach your wellness goal. Change doesn't happen overnight but we'll help you start down the path to a healthier lifestyle today.

**Terms & Conditions**

**\*Required Field**

Please provide your communication preferences before continuing.

Select Preferred:  [Full screen help](#)

**Primary**

You do not have a phone number on file for you. Please use the Secondary field to enter your phone number.

**Email Address\***

Please review and accept the terms and conditions

**Terms of Use**

ActiveHealth's Web & Mobile Terms of Use

Welcome to ActiveHealth's web and mobile experience. These ActiveHealth Web & Mobile Terms of Use (the "Terms") apply to these website and software applications including mobile applications that are approved and that contain a link to these Terms (an "Application" or "Applications").

By using our Applications you are agreeing to these Terms. Please read them carefully.

We may modify these Terms at any time by posting the revised Terms on the Applications. You can determine when these Terms were last revised by referring to the "LAST UPDATED" legend at the bottom of these Terms. Any modifications will be effective immediately.

I Accept the Terms & Conditions \*

Please review and accept Genetic Information Nondiscrimination Act Terms & Conditions

Genetic Information Nondiscrimination Act (GINA) is designed to prohibit the use of genetic information in health insurance and employment.

**Health assessment authorization**

Purpose of health assessment and types of information obtained

Active Health Management ("A/HM", "us" or "our") is giving you access to this voluntary health assessment. We offer this because you are eligible. (Participant) can participate in a voluntary wellness program (Service) available through your employer ("Plan Sponsor").

Our wellness program offers to Administer. These rules let insurance companies and Plan Sponsors make Services available to help improve health or prevent disease. The Services are provided to your employer's access and areas of general health. For example:

- General health information
- Nutrition
- Exercise
- Personal care

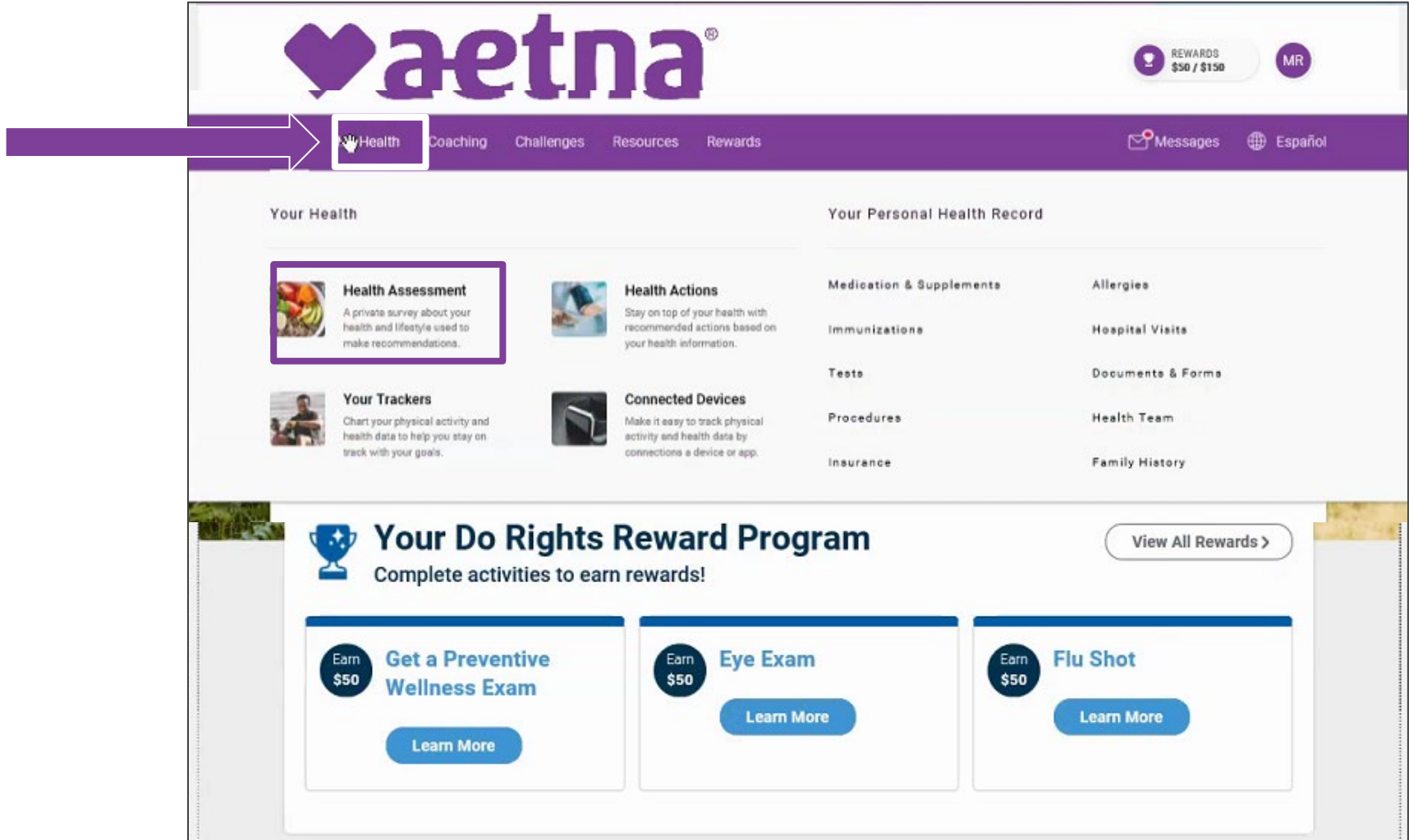
I Accept the GINA Terms and Conditions

[Manage your Communication Preferences](#) [Begin My Health Action Plan](#)

First time users will be asked to review and accept the platform Terms & Conditions.

# Member Engagement Platform: Accessing your health information

Hover over “My Health” to open your health information menu.



# Member Engagement Platform: Accessing your health assessment

Hover over “My Health” to open your health information menu.

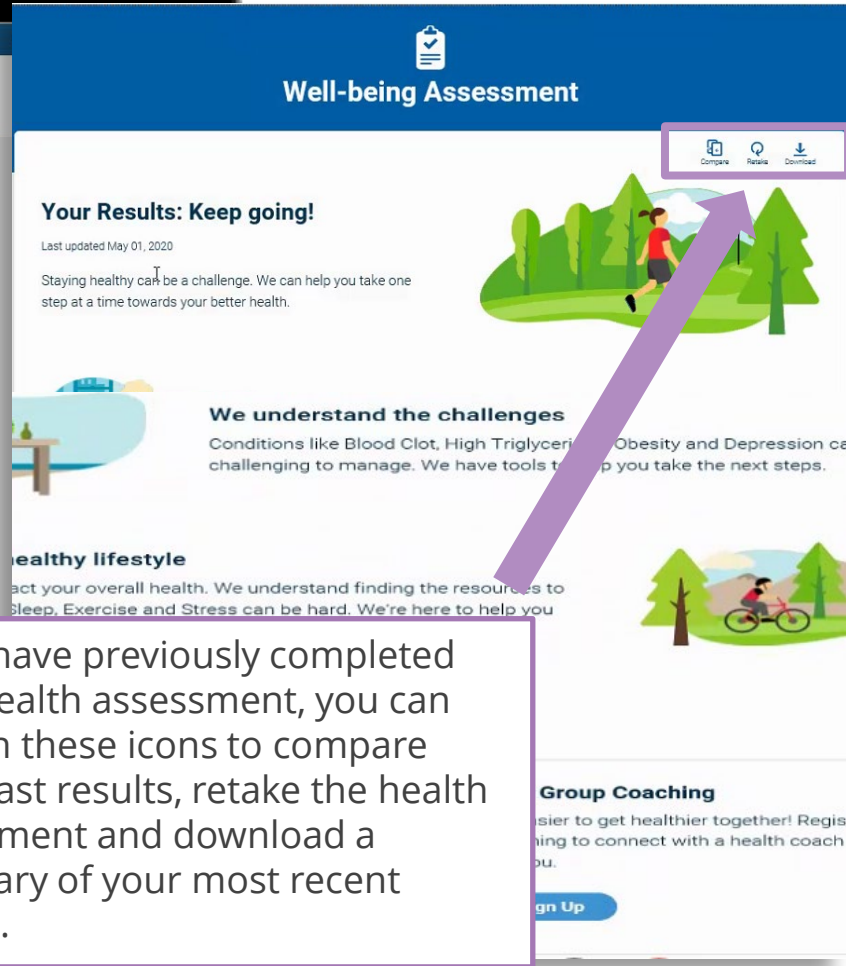
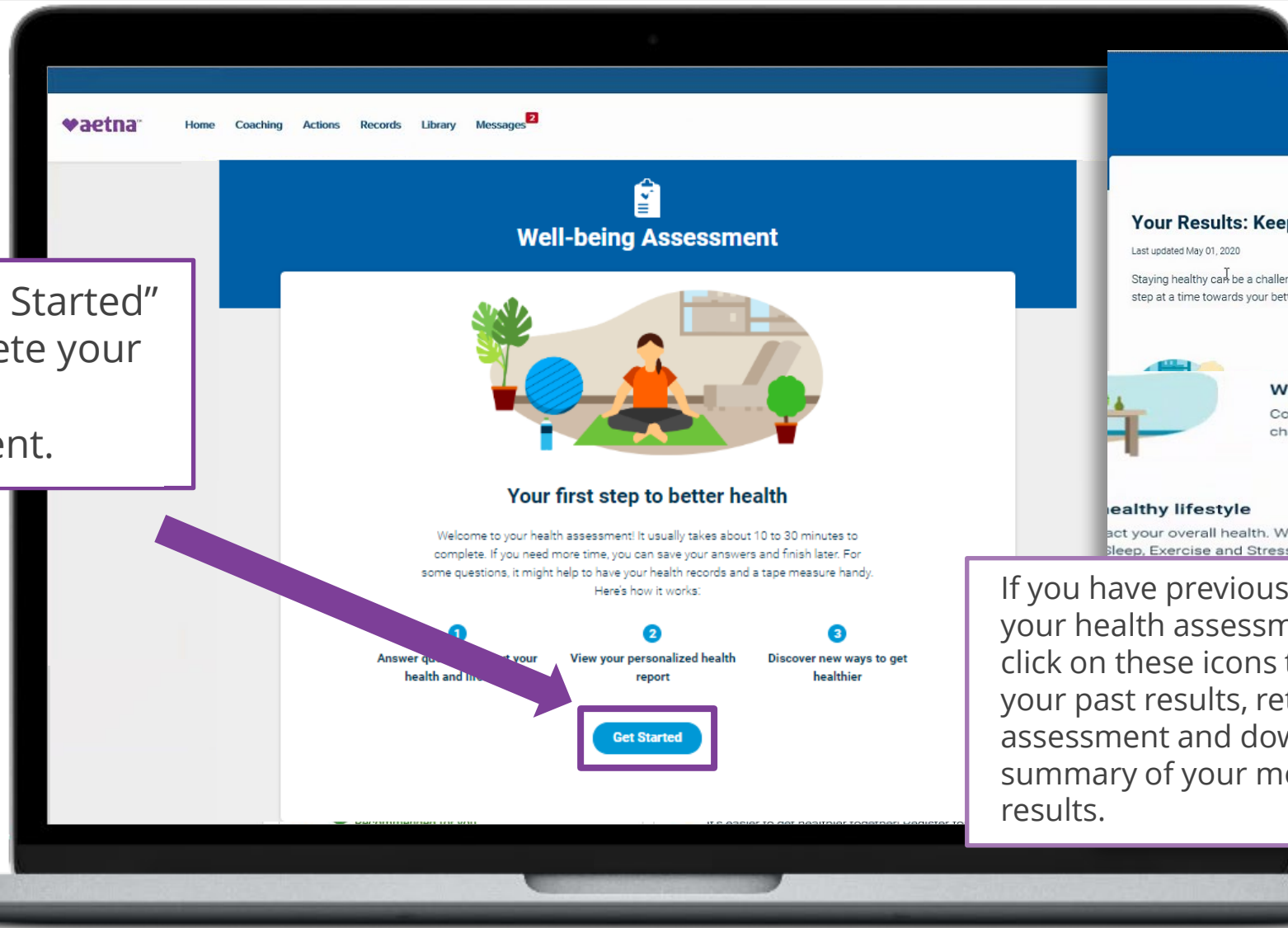
Click on “Health Assessment” to complete your health assessment.

The screenshot displays the Aetna Member Engagement Platform interface. At the top, the Aetna logo is on the left, and a 'REWARDS \$50 / \$150' badge and 'MR' icon are on the right. A purple navigation bar contains the following items: 'My Health' (highlighted with a white box and a purple arrow pointing to it), 'Coaching', 'Challenges', 'Resources', and 'Rewards'. To the right of the navigation bar are 'Messages' and 'Español' links. Below the navigation bar, the page is divided into two main sections: 'Your Health' and 'Your Personal Health Record'. Under 'Your Health', there are four cards: 'Health Assessment' (highlighted with a purple box and a purple arrow pointing to it), 'Health Actions', 'Your Trackers', and 'Connected Devices'. Under 'Your Personal Health Record', there are four columns of links: 'Medication & Supplements', 'Immunizations', 'Tests', 'Procedures', 'Insurance', 'Allergies', 'Hospital Visits', 'Documents & Forms', 'Health Team', and 'Family History'. At the bottom, there is a 'Your Do Rights Reward Program' section with the text 'Complete activities to earn rewards!' and a 'View All Rewards >' button. Below this are three reward cards: 'Get a Preventive Wellness Exam' (Earn \$50), 'Eye Exam' (Earn \$50), and 'Flu Shot' (Earn \$50), each with a 'Learn More' button.



# Member Engagement Platform: Accessing your health assessment

Click "Get Started"  
to complete your  
health  
assessment.



If you have previously completed your health assessment, you can click on these icons to compare your past results, retake the health assessment and download a summary of your most recent results.



# Member Engagement Platform: Engaging with digital coaching

Click on “Coaching” to  
open your digital  
coaching menu.

The screenshot displays the Aetna member engagement platform interface. At the top left is the Aetna logo. To the right of the logo is a rewards balance indicator showing '\$50 / \$150' and an 'MR' icon. Below the logo is a purple navigation bar containing the following menu items: 'Coaching' (highlighted with a white box and a purple arrow pointing to it), 'Challenges', 'Resources', and 'Rewards'. To the right of the navigation bar are 'Messages' and 'Español' options. The main content area features a large image of a man and a woman riding bicycles on a trail. Overlaid on this image is a white text box that reads: 'Welcome, Michelle', 'Get the facts about coronavirus', and 'Learn more about protecting yourself and those around you.' Below this is a section titled 'Your Do Rights Reward Program' with a 'View All Rewards >' button. Underneath are three activity cards, each with an 'Earn \$50' badge and a 'Learn More' button: 'Get a Preventive Wellness Exam', 'Eye Exam', and 'Flu Shot'.

# Member Engagement Platform: Engaging in wellness challenges

Click on  
“Challenges” to  
open your group  
and personal  
challenges  
dashboard.

The screenshot displays the Aetna Member Engagement Platform interface. At the top, the Aetna logo is on the left, and a rewards balance of \$50 / \$150 and a member ID MR are on the right. A purple navigation bar contains the 'Challenges' link, which is highlighted with a white box and a purple arrow pointing from the text on the left. Other navigation links include 'Resources' and 'Rewards'. On the right side of the navigation bar, there are icons for 'Messages' and 'Español'. Below the navigation bar, there are three tabs: 'Current', 'Available' (which is selected and highlighted in blue), and 'Finished'. The main content area features three sections: 'Group Challenges' with a description and a 'Have a code?' box containing an 'Enter Code' button; 'Personal Challenges' with a description; and 'Choose your own adventure' with a 'Create your own challenge' button and a background image of people hiking.

# Member Engagement Platform: Accessing your Rewards Center/incentives

To access your progress towards your rewards/incentives, click on either of the following locations:

1. The trophy rewards button.
2. The "View All Rewards" button.

The screenshot displays the Aetna Member Engagement Platform interface. At the top, the Aetna logo is visible on the left, and a navigation bar contains links for 'Home', 'My Health', 'Coaching', and 'Challenges'. On the right side of the navigation bar, there are links for 'Messages' and 'Español'. A 'REWARDS \$50 / \$150 MR' button is located in the top right corner. Below the navigation bar, a 'Welcome, [redacted]' message is displayed, followed by a link to 'Get the facts about coronavirus'. The main content area is titled 'Your Do Rights Reward Program' and includes a 'View All Rewards' button. Three reward cards are displayed: 'Get a Preventive Wellness Exam' (Earn \$50), 'Eye Exam' (Earn \$50), and 'Flu Shot' (Earn \$50). Two purple arrows point from the text on the left to the 'REWARDS \$50 / \$150 MR' button and the 'View All Rewards' button, respectively.

# Member Engagement Platform: Accessing your Rewards Center/incentives

The Rewards Center can tell you exactly what you need to do to earn your rewards/ incentives.

It also tracks your activity card completion progress and any earned HRA credits.

The screenshot displays the Aetna Rewards Center interface. At the top, the Aetna logo is on the left, and a 'REWARDS \$50 / \$150' badge with an 'MR' icon is on the right. A navigation bar includes links for Home, My Health, Coaching, Challenges, Resources, and Rewards, along with Messages and Español options. The main content area features a 'Earn Up to \$150 in HRA Credits!' section with a progress bar showing '\$50 earned' out of '\$150' and the message 'Great start! Keep it going.' Below this, a 'Complete these activities to earn your maximum!' section lists four tasks: 'Get a Preventive Wellness Exam', 'Eye Exam', 'Flu Shot', and 'Connect Your Device & Track Your Physical Activity', each with a 'Learn More' button.



# Downloading the Aetna Health App

---

## Direct links

Download the Aetna Health app from the Apple App Store and Google Play:



<https://itunes.apple.com/us/app/aetna-health/id1261033071?ls=1>



<https://play.google.com/store/apps/details?id=com.aetna.aetnahealth>

## Text-to-download

*Text AETNAHEALTHAPP to 90156 to receive a link to download the Aetna Health app (message and data rates may apply).\**

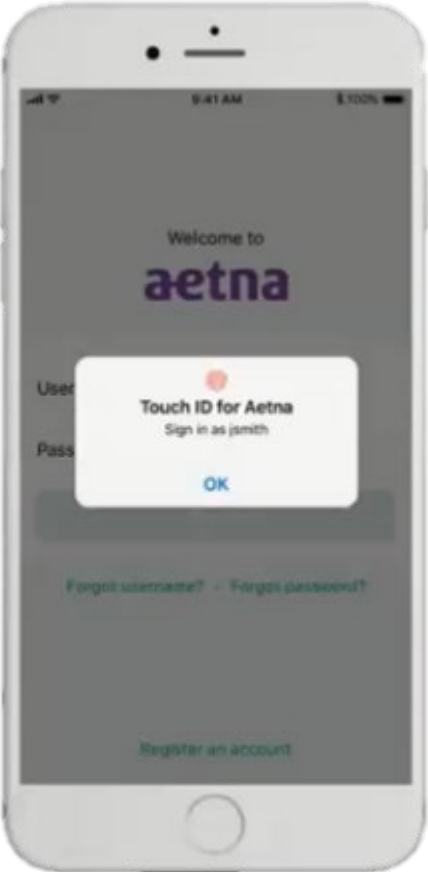
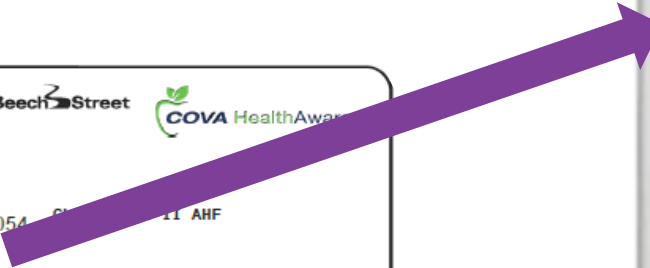
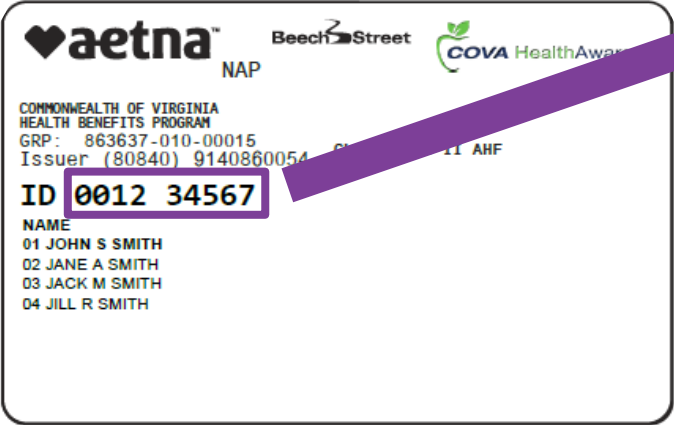
*\*Terms and Conditions: <http://bit.ly/2nIjFYG>. Privacy Policy: <https://www.aetna.com/legal-notices/privacy.html>.*

Look for this icon in the app stores > > >



# Aetna Health App: Logging in

Log in using your username (your Member ID number from your COVA HealthAware ID card) and password or touch ID/face recognition ID.

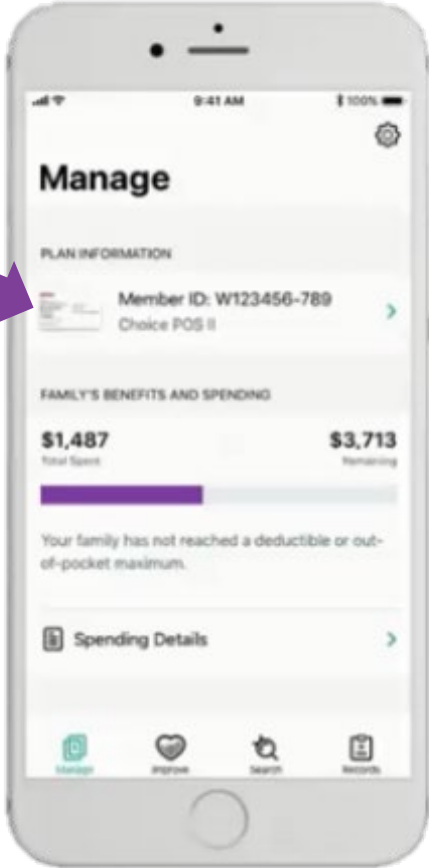
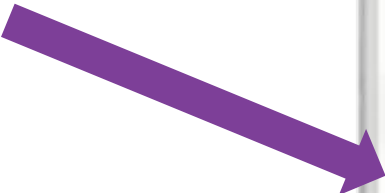




# Aetna Health App – Manage tab: Viewing your ID card

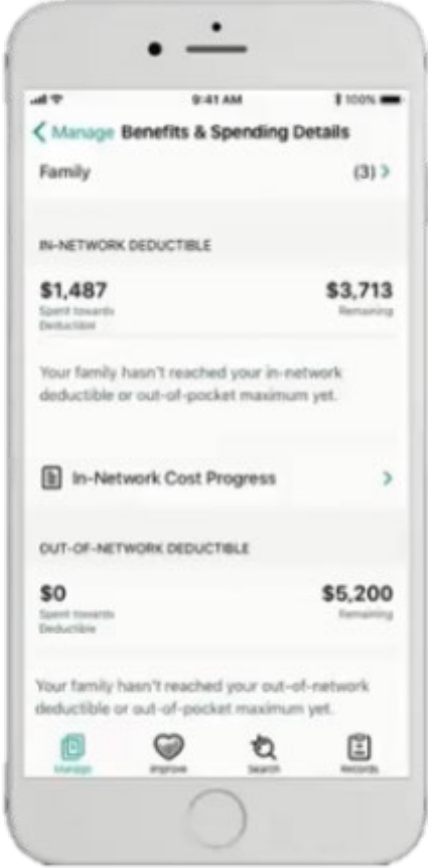
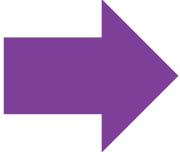
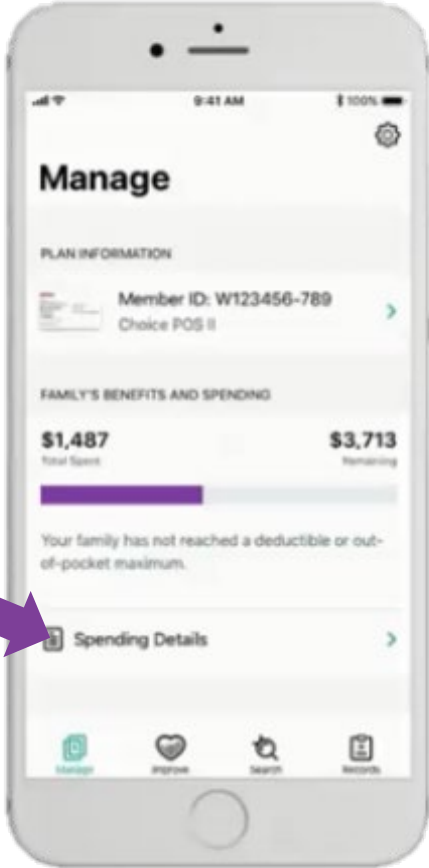
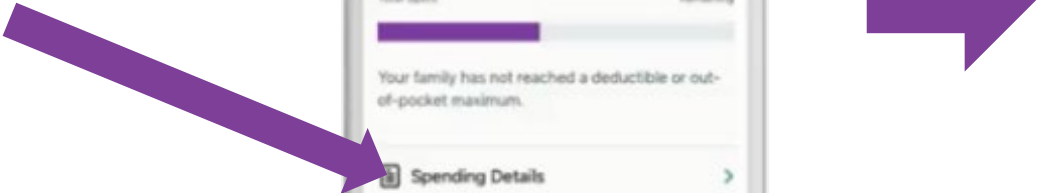
---

Click the ID card section to view your ID Card



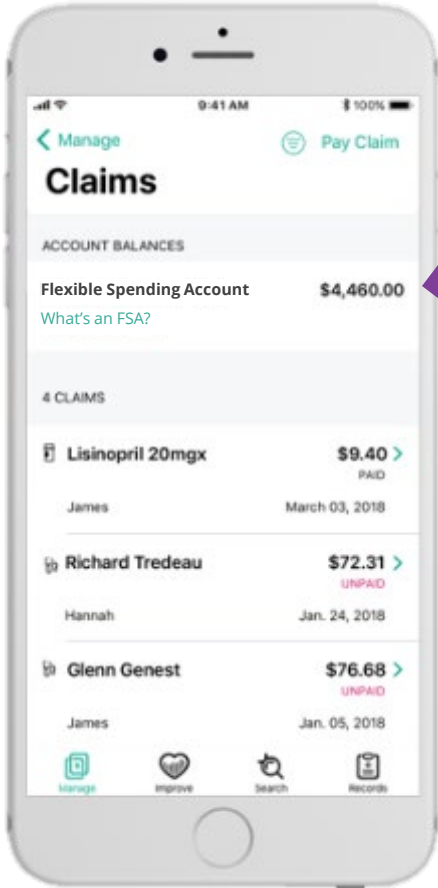
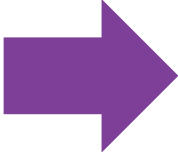
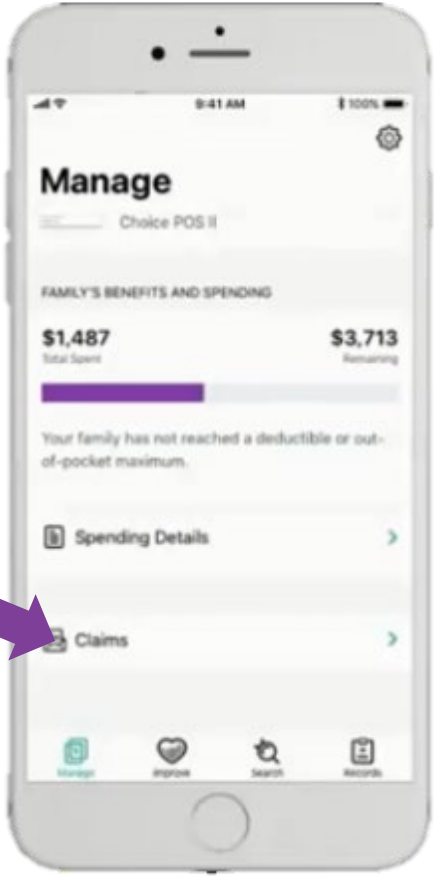
# Aetna Health App – Manage tab: Viewing your benefits and spending details

Click “Spending Details” to view you/your family’s benefits and spending details.



# Aetna Health App – Manage tab: Viewing your claims and FSA balance

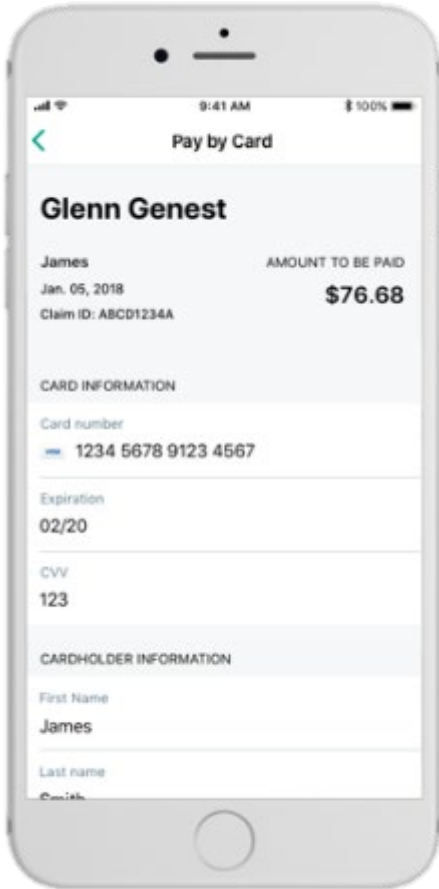
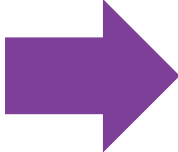
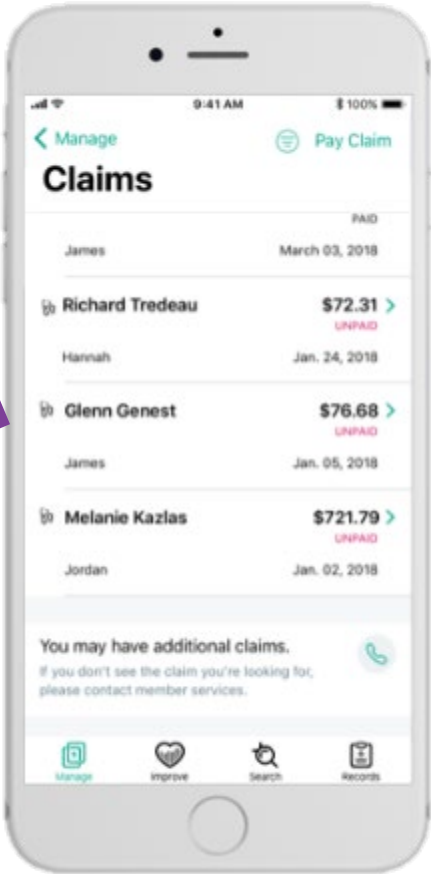
Click “Claims” to view your/your family’s history of claims and claims details.



If you have an FSA with PayFlex, the remaining account balance will be shown here.

# Aetna Health App – Manage tab Paying a claim

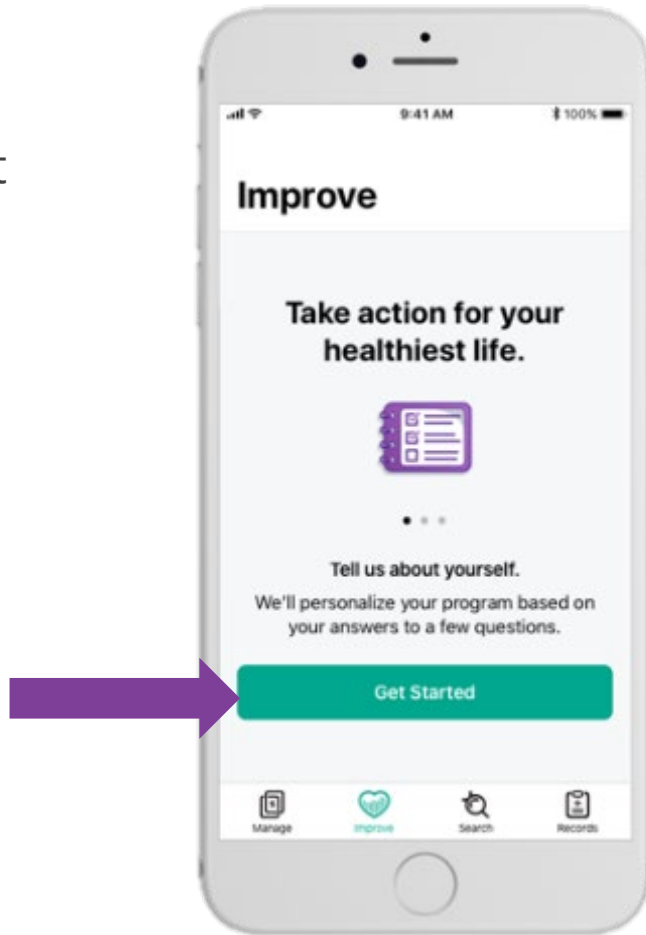
Clicking on an unpaid claim gives you the option to pay directly from the Aetna Health App.



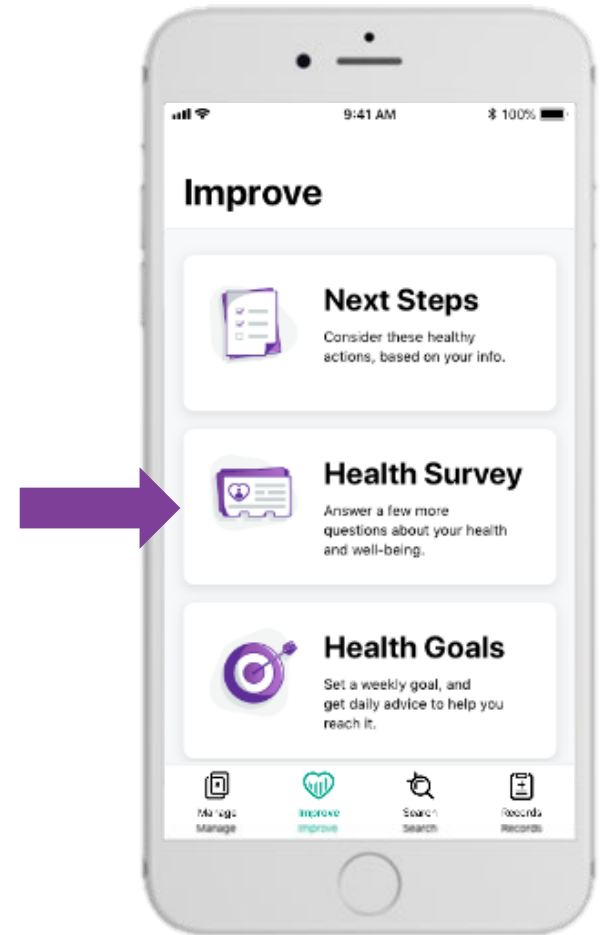
# Aetna Health App – Improve tab: Completing your health assessment

The Improve tab is synced with your Member Engagement Platform website.

When accessing this tab for the first time, click on “Get Started” to start your health assessment.



When accessing this tab after the first time, click on “Health Survey” to start, resume, or complete your health assessment.



# Aetna Health App – Improve tab: Accessing digital coaching

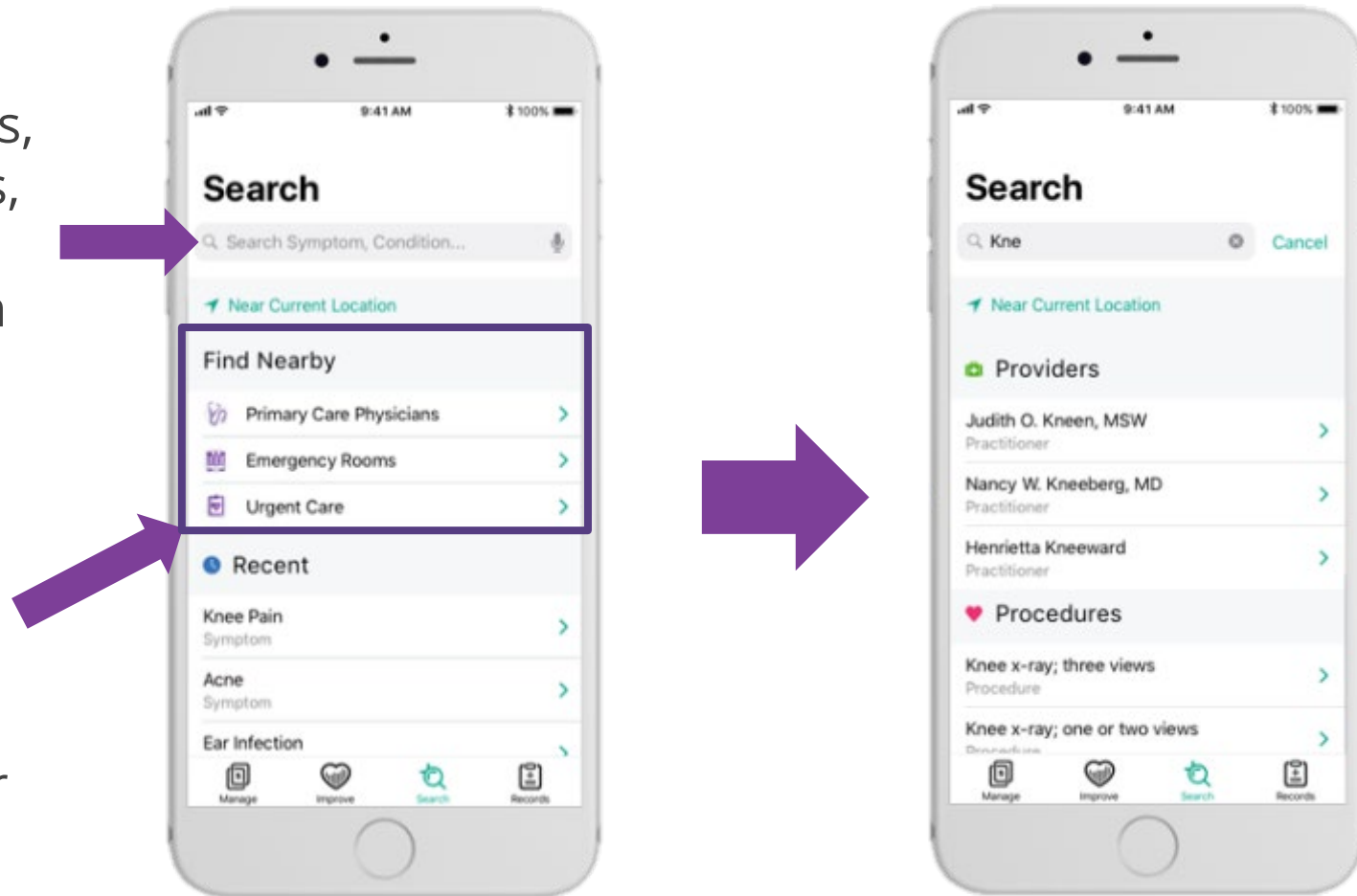
Click on “Your Next Steps” and “My Health Goals” to access different aspects of your digital coaching program.



# Aetna Health App – Search tab: Searching for providers/procedures/facilities

Search for providers, facilities, symptoms, and much more by typing in the search bar.

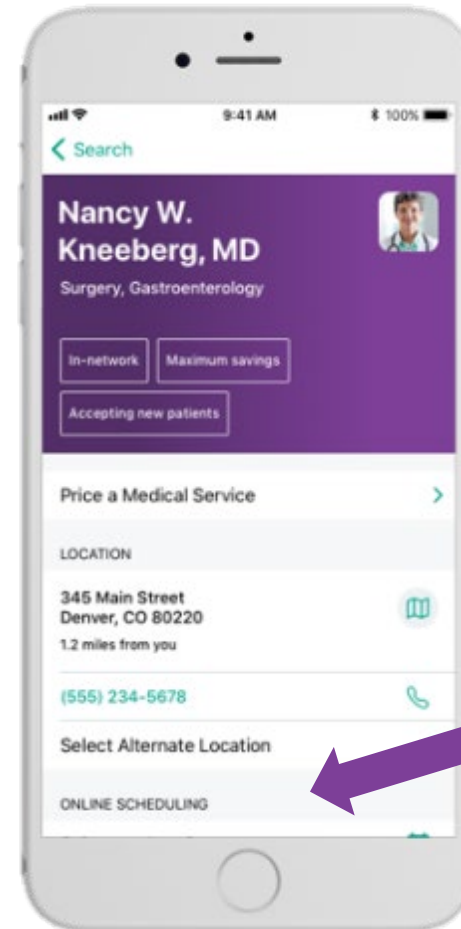
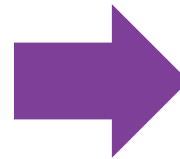
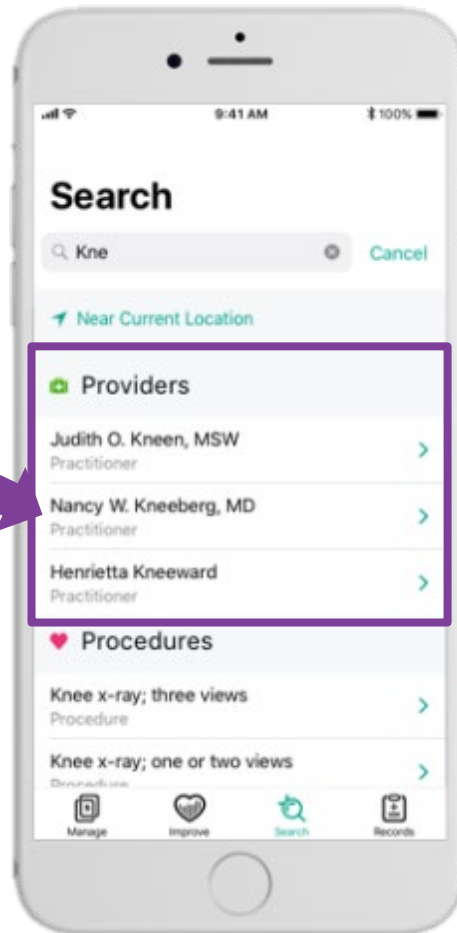
Click on the appropriate quick searches to find nearby providers or facilities.





# Aetna Health App – Search tab: Searching for providers/procedures/facilities

Click on a provider to see their details.

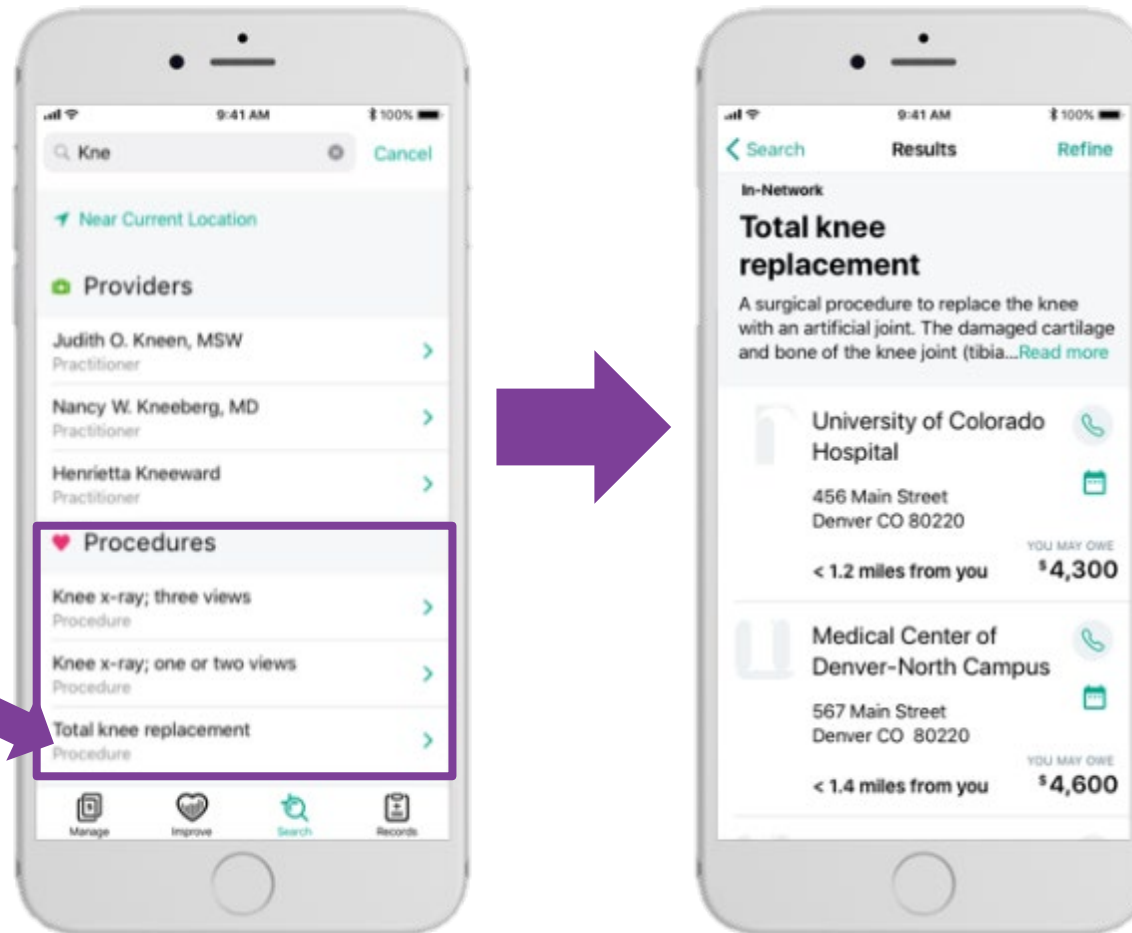


Some providers allow you to schedule an appointment directly from the Aetna Health App.

# Aetna Health App – Search tab

## Searching for providers/procedures/facilities

Click on a procedure to see facilities where you may have the procedure done.



# Aetna Health App – Records tab: Viewing your health records

Select the “Records” tab to view your/your family’s health records, including allergies, conditions, immunizations, and more.

