Aetna Health
Member Website and App

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Aetna Member Website

Table of Contents

Aetna Health App

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Aetna Member Website: Logging in

Go to **www.aetna.com** and click on **Login.**
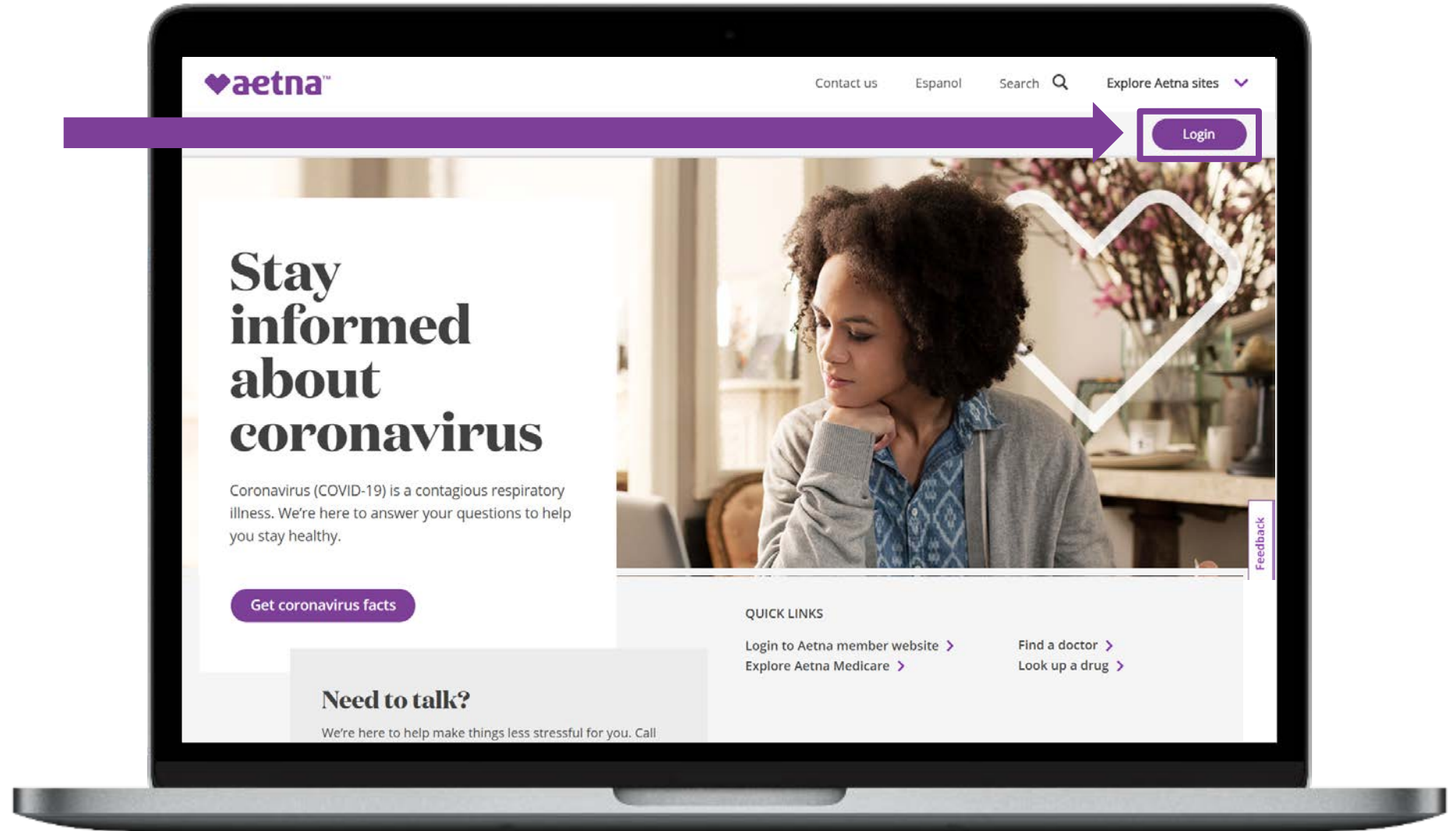
Aetna Member Website: Registering a new account
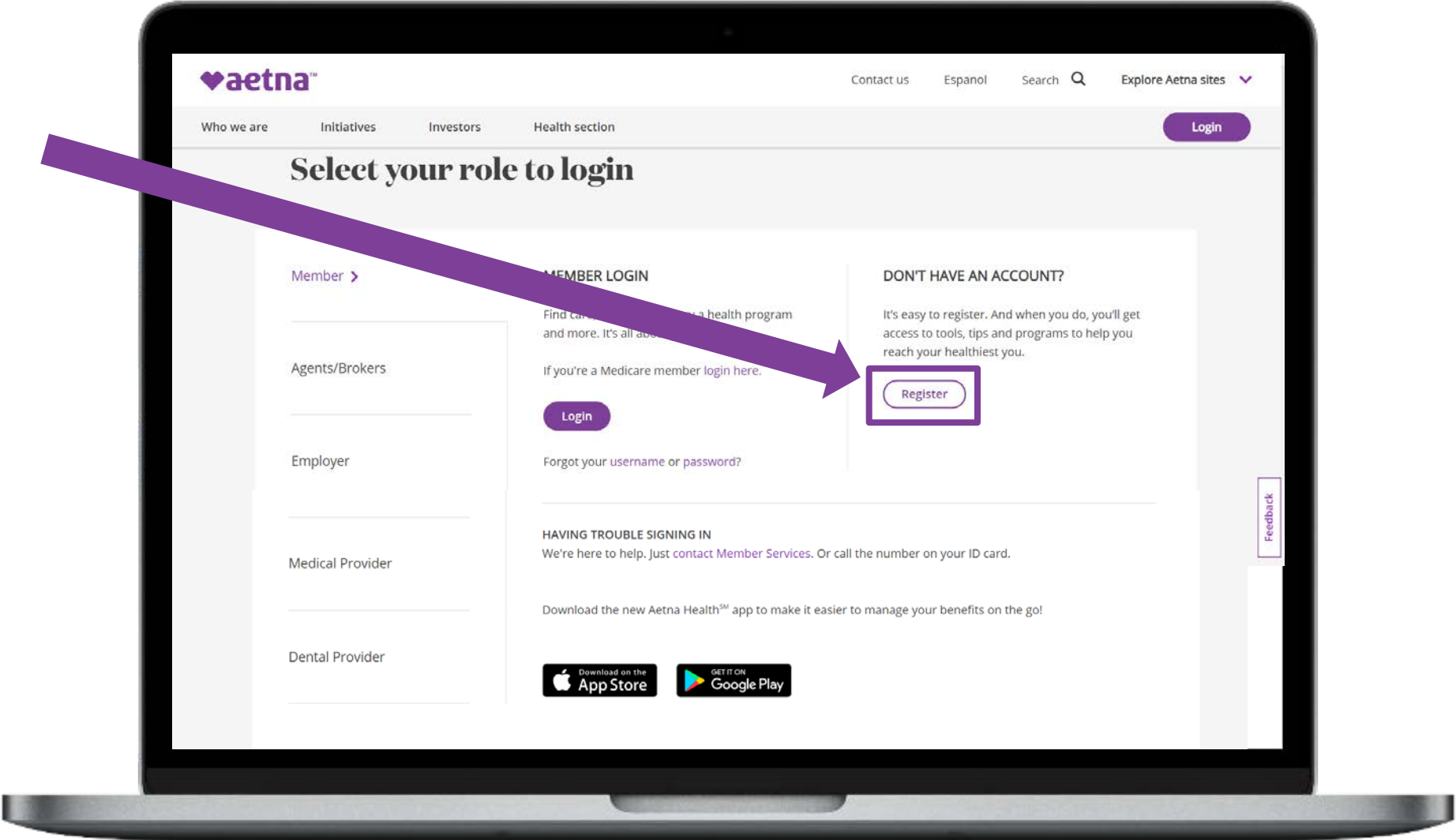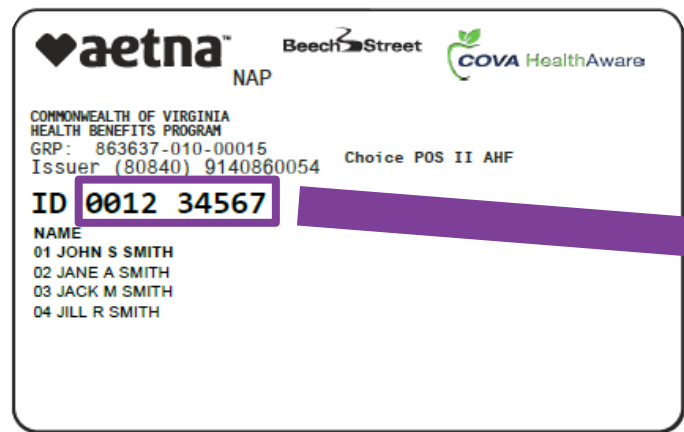
Click **Register**.

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 Member Website: Registered users

Click **Login**.
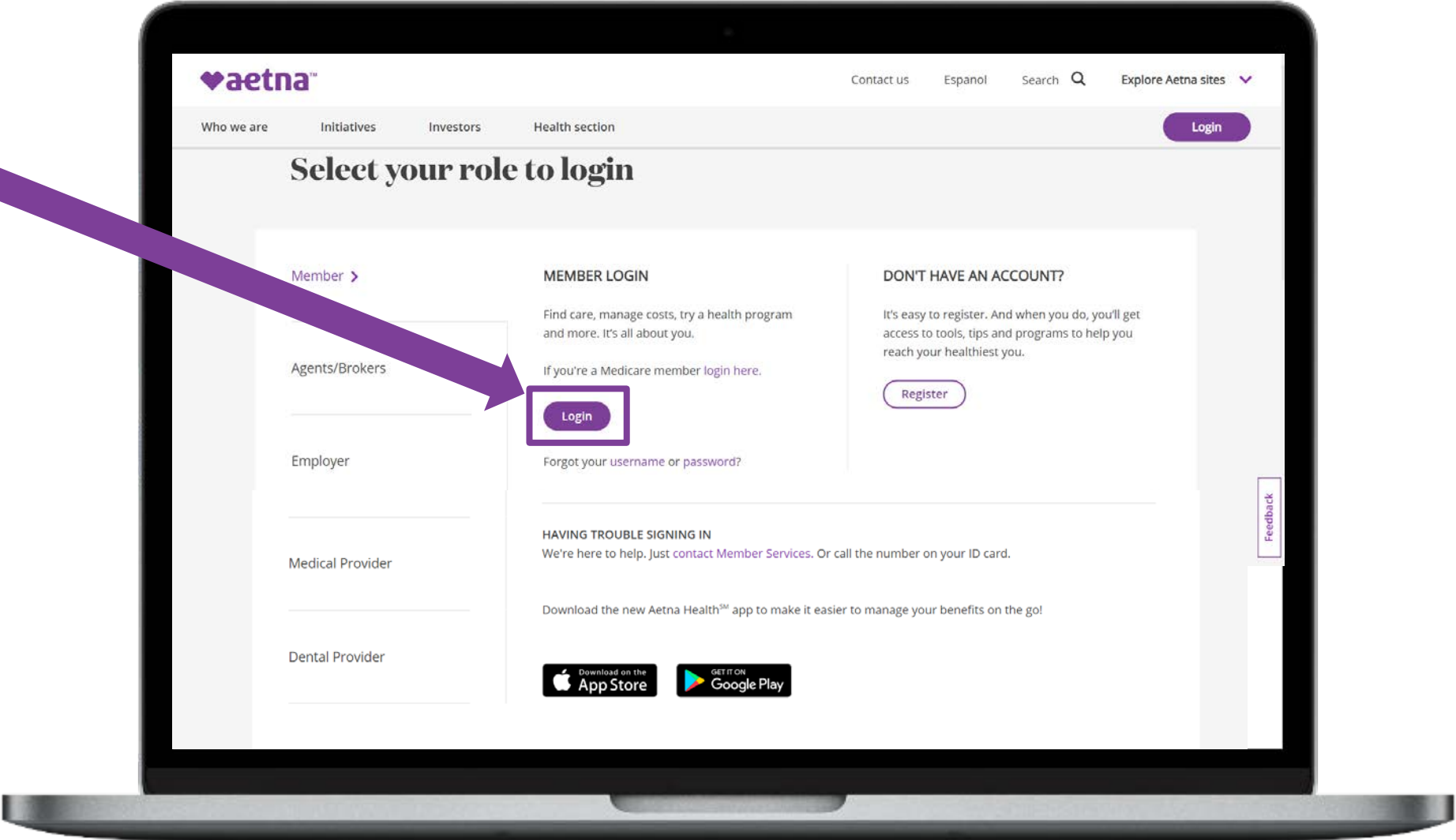
Aetna Member Website: Registered users

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

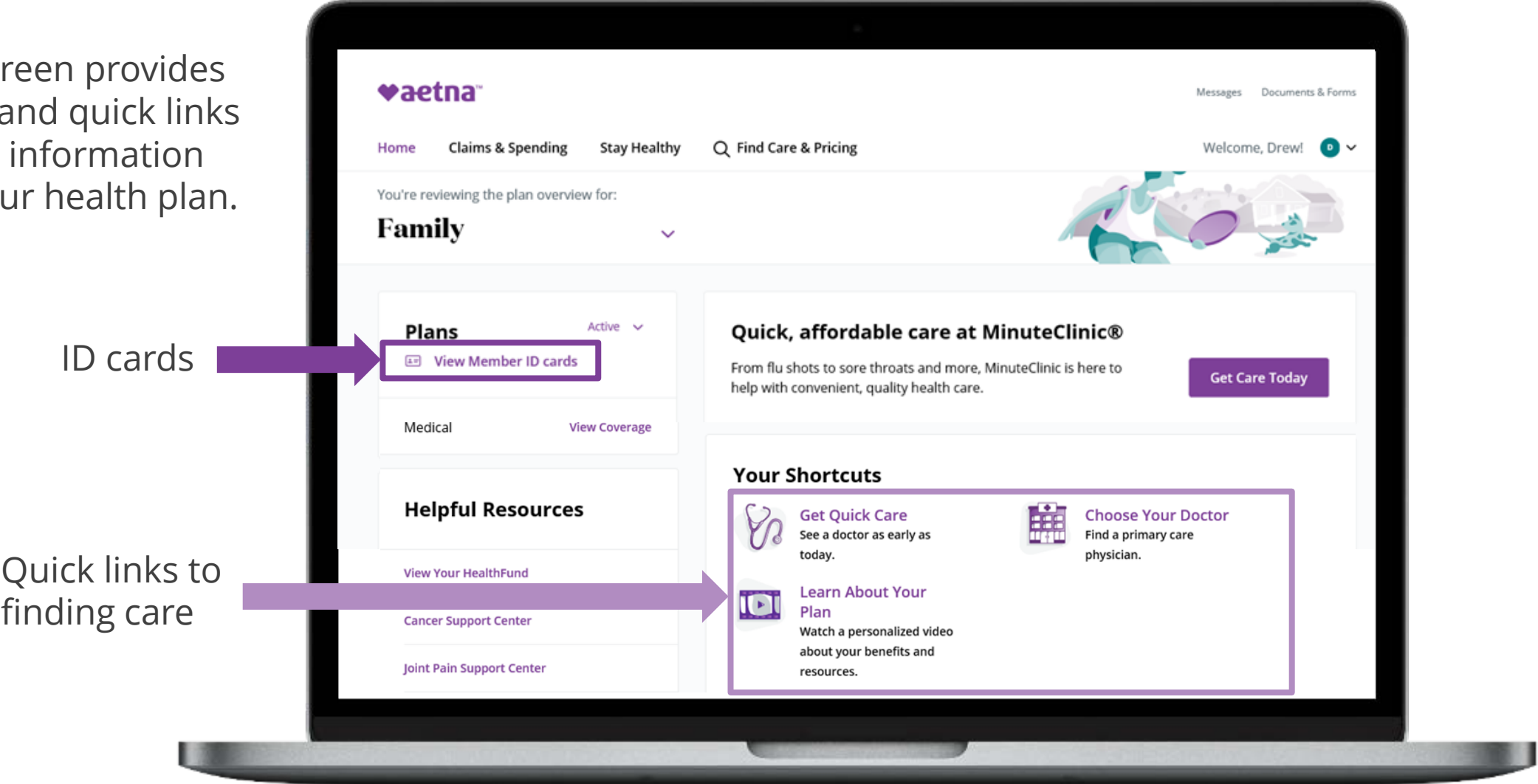Your password will have been previously set by you during your initial registration.
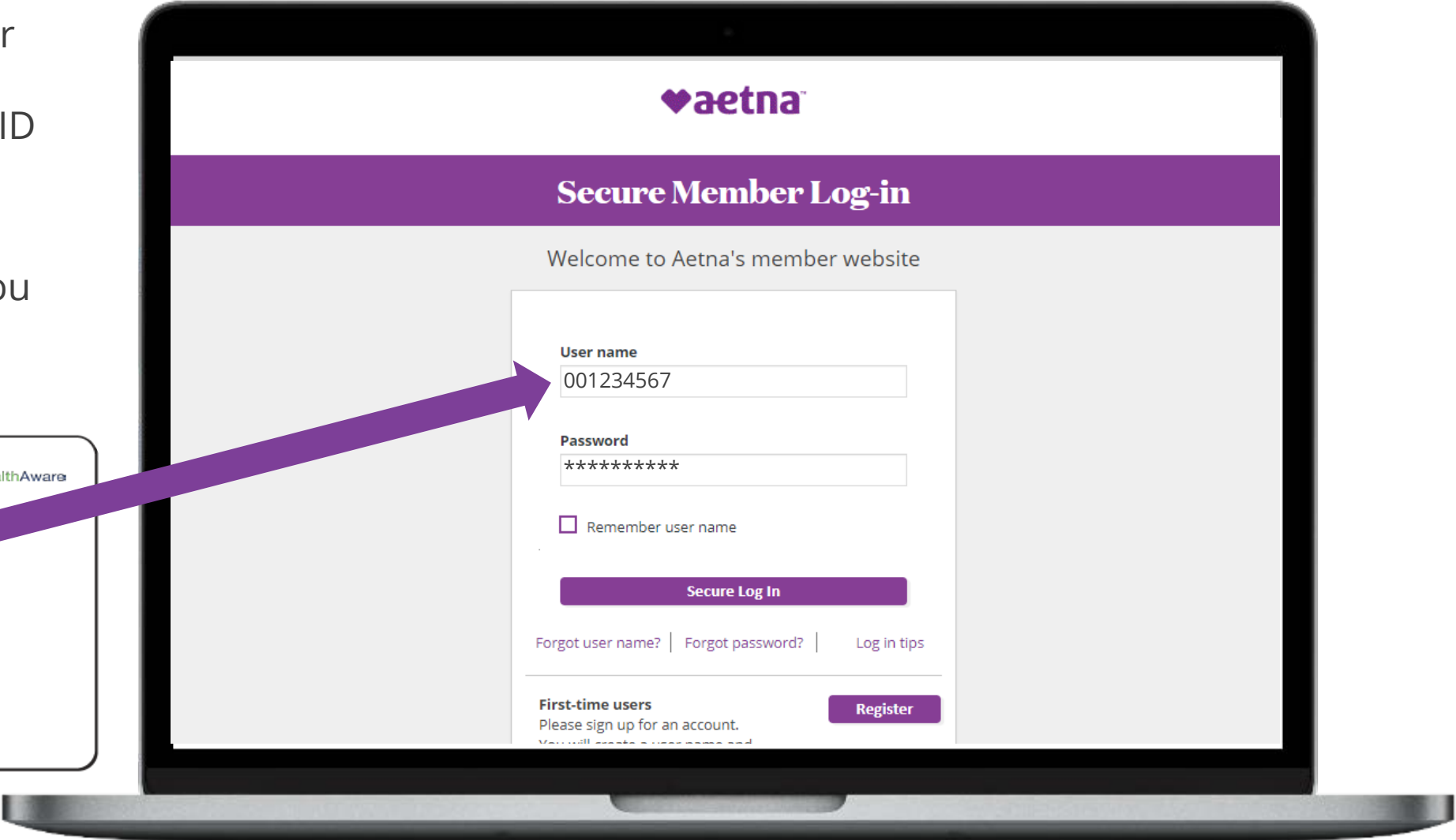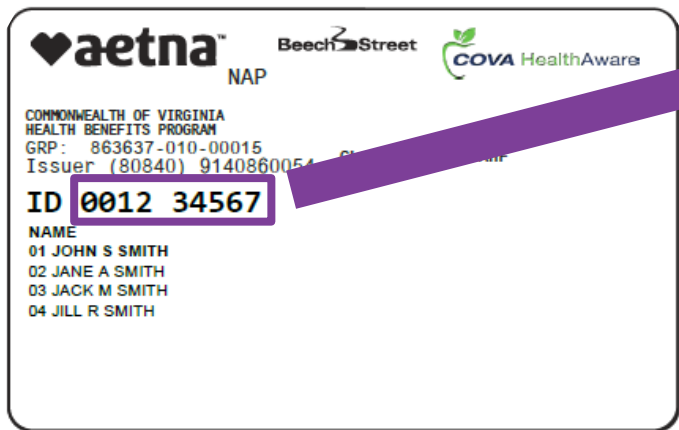
Aetna Member Website:
Accessing key information from the home screen

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

ID cards

Quick links to finding care

Aetna Member Website:
Accessing key information from the home screen

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

Links to important resources

Recent claims

Spending summary
Spending to date

Medical - in network

Deductible - $5,000

$3,000.00
Spent

$2,000.00
Remaining

Out-of-pocket max - $10,000

$3,000.00
Spent

$7,000.00
Remaining

Right now your family pays 100% for all in-network medical services.

What are deductibles, maximums and coinsurance?

Helpful Resources

4

View Your HealthFund

Cancer Support Center

Joint Pain Support Center

Mental Health Support & Services

Explore Anthem Pharmacy

Visit Delta Dental

View Additional Providers & Facilities

Claims
Most recent

| Dec 5 | Robert | | Brookhaven Memorial Hospital Medical Center Inc, Patchogue | Unpaid $853.23 |
| Dec 4 | Christopher | | South Bedford Dental | Unpaid $853.23 |

Other coverage
All family members

View coverage

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Aetna Member Website: Accessing your Aetna HealthFund (HRA)

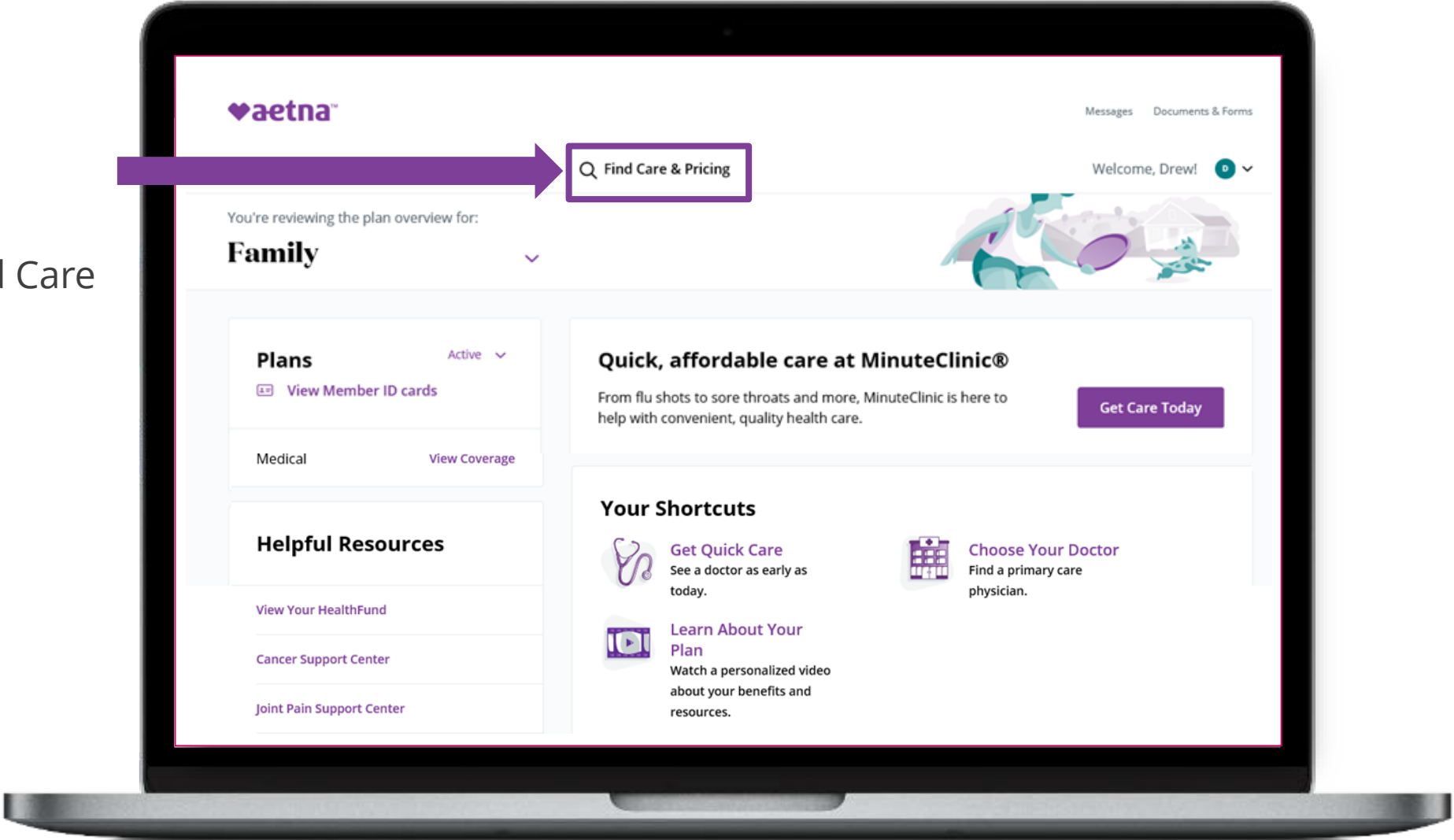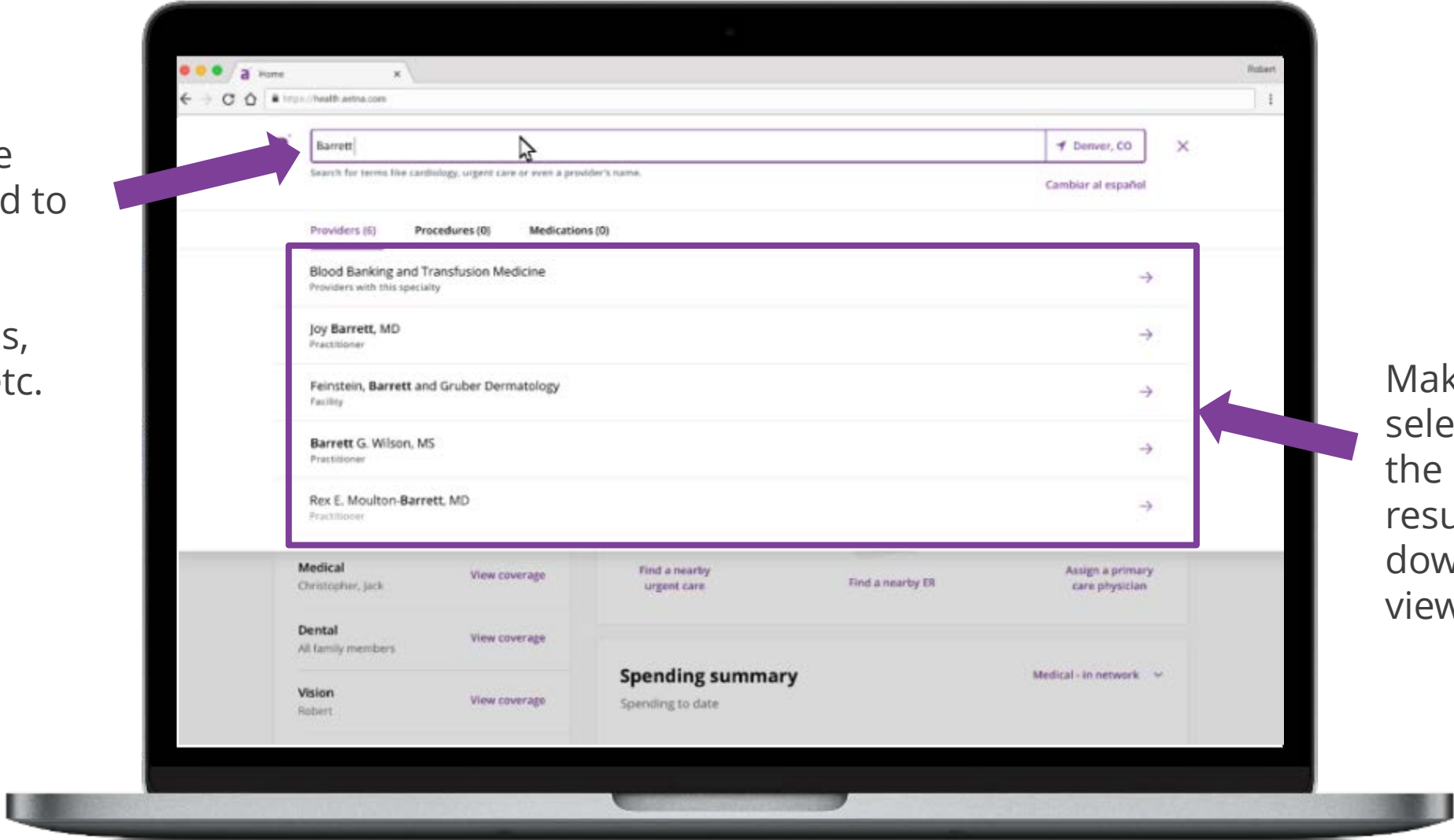Click on "View your HealthFund" to access details and manage your HRA.
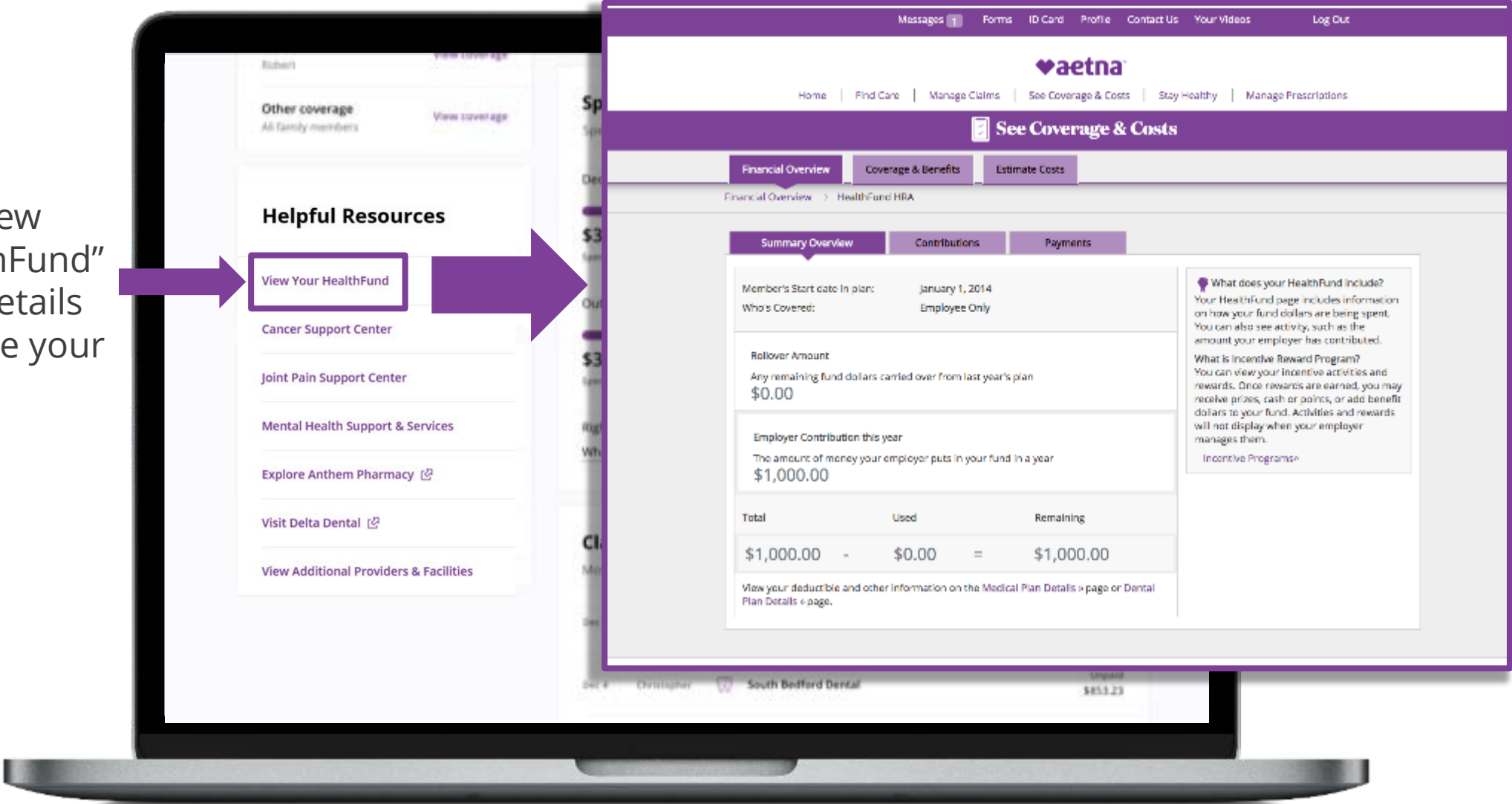
Aetna Member Website:
Searching for providers, procedures, facilities, etc.

Click "Find Care & Pricing"

Aetna Member Website:
Searching for providers, procedures, facilities, etc.

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 "Price a service" to get an estimated cost based off of your deductible and coinsurance.

Aetna Member Website:
Aetna Informed Rewards – Finding eligible procedures

Click **Find Care & Pricing**

Search for a procedure and indicate a location for the search.

Click on **Procedures** and then select the appropriate result from the list to display the providers who perform the procedure.
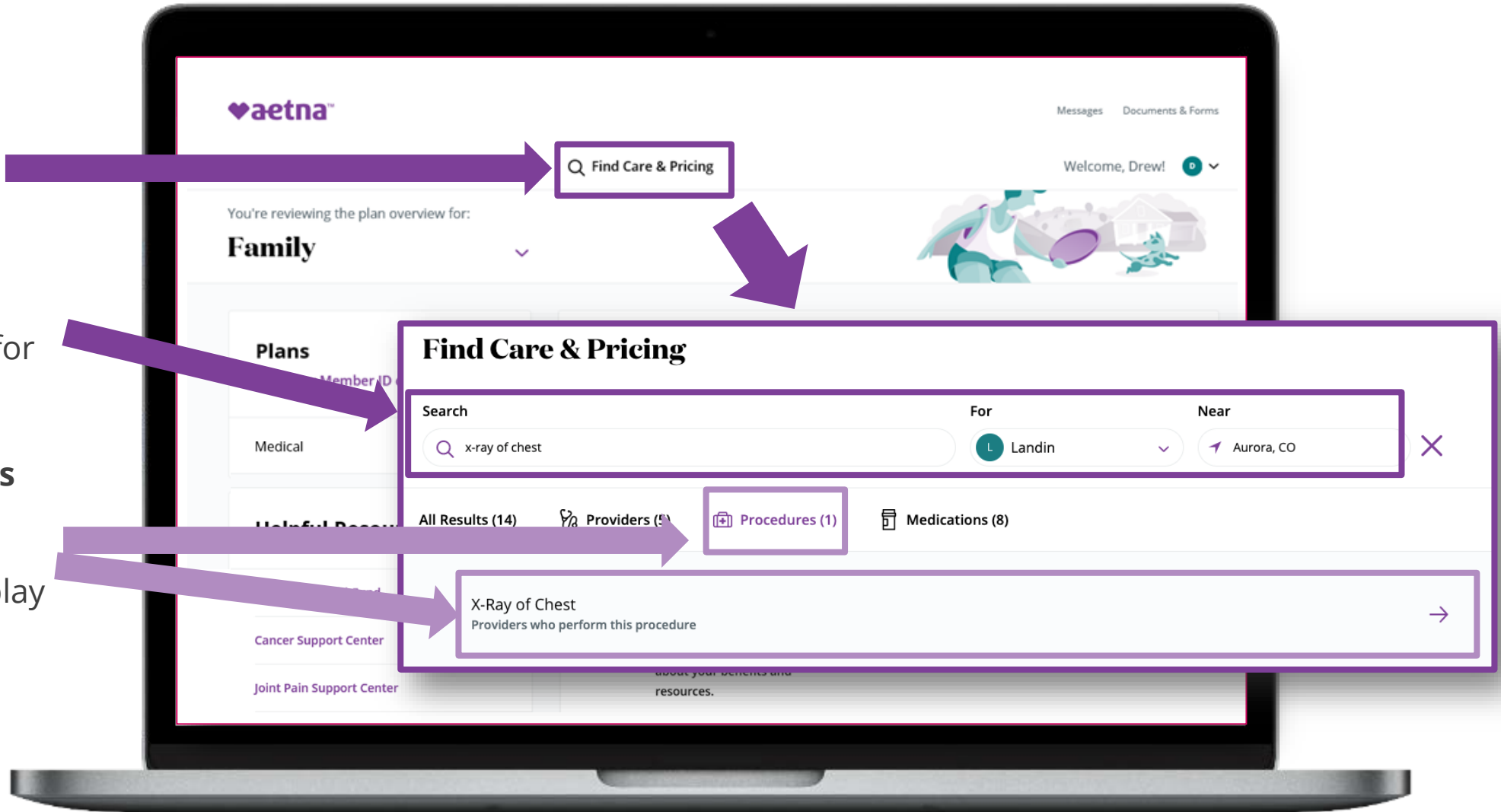
Aetna Member Website:
Aetna Informed Rewards – Activating rewards

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

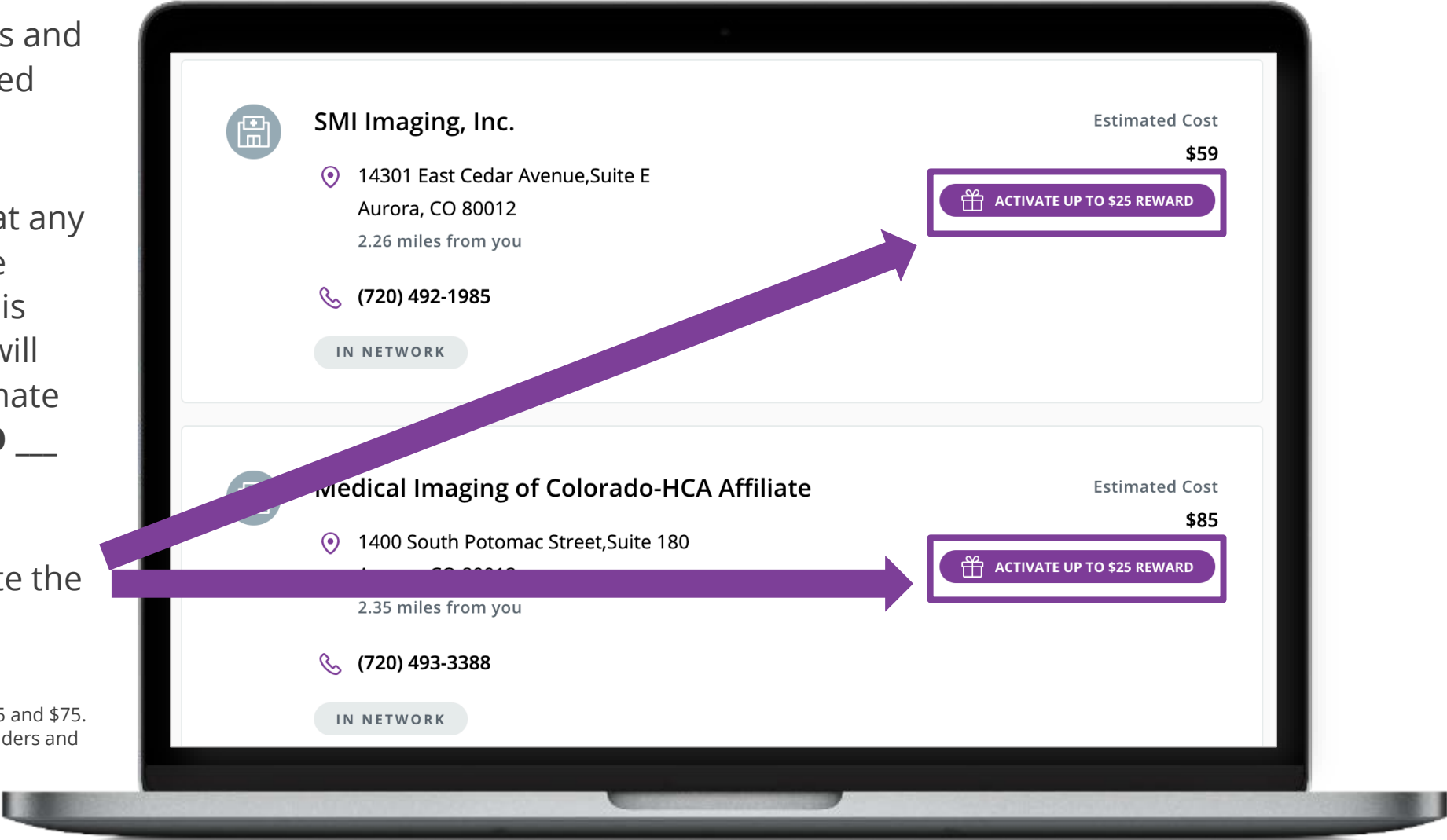If the cost of the procedure at any given location falls below the predetermined amount and is eligible for a reward**, you will see a button under the estimate cost stating **ACTIVATE UP TO ___ REWARD**.***

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

*The 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.

SMI Imaging, Inc.

Estimated Cost
$59

14301 East Cedar Avenue,Suite E
Aurora, CO 80012
2.26 miles from you

🎁 ACTIVATE UP TO $25 REWARD

📞 (720) 492-1985

IN NETWORK

Medical Imaging of Colorado-HCA Affiliate

Estimated Cost
$85

1400 South Potomac Street,Suite 180

2.35 miles from you

🎁 ACTIVATE UP TO $25 REWARD

📞 (720) 493-3388

IN NETWORK

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 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.

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.

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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.

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Aetna Member Website:
Managing Claims

Click "Manage" to access your entire history of claims.

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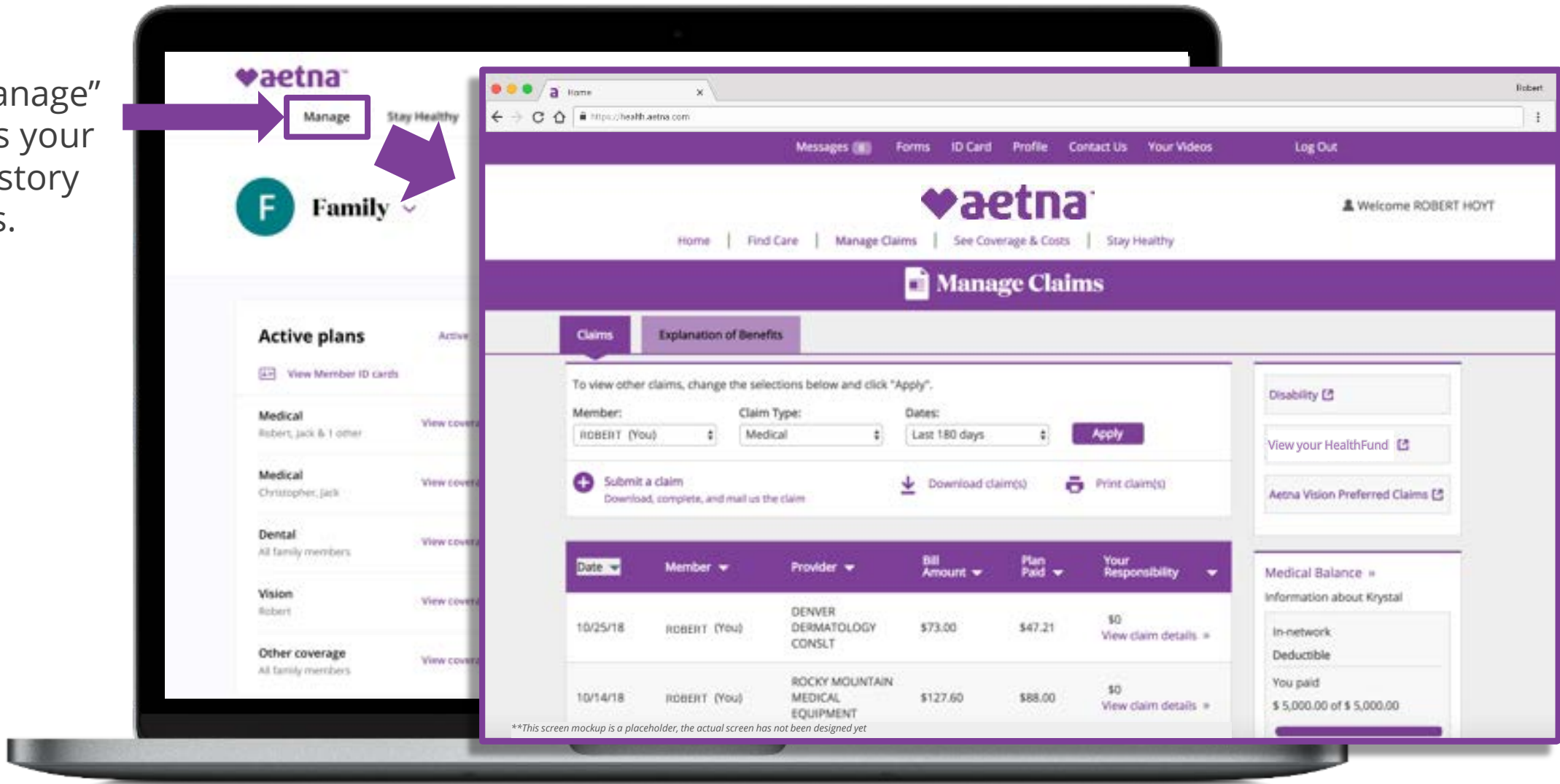
Aetna Member Website:
Accessing Aetna Wellness Programs

Click the "Stay Healthy" tab to access links to Aetna wellness resources.

Click the "Stay Healthy" link to access your wellness dashboard.
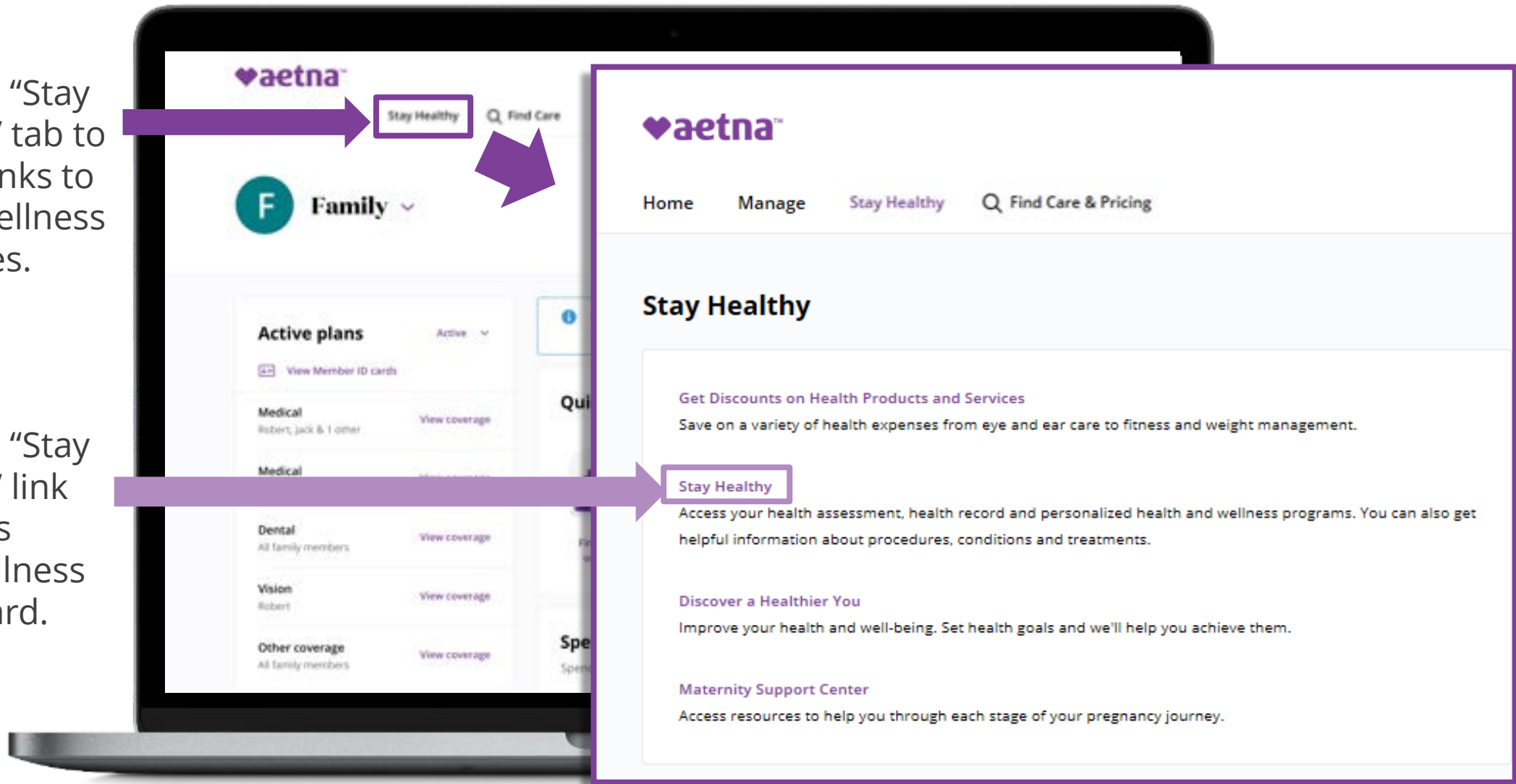
Aetna Member Website:
Accessing Aetna Wellness Programs

Click the "Stay Healthy" link to access your wellness dashboard.
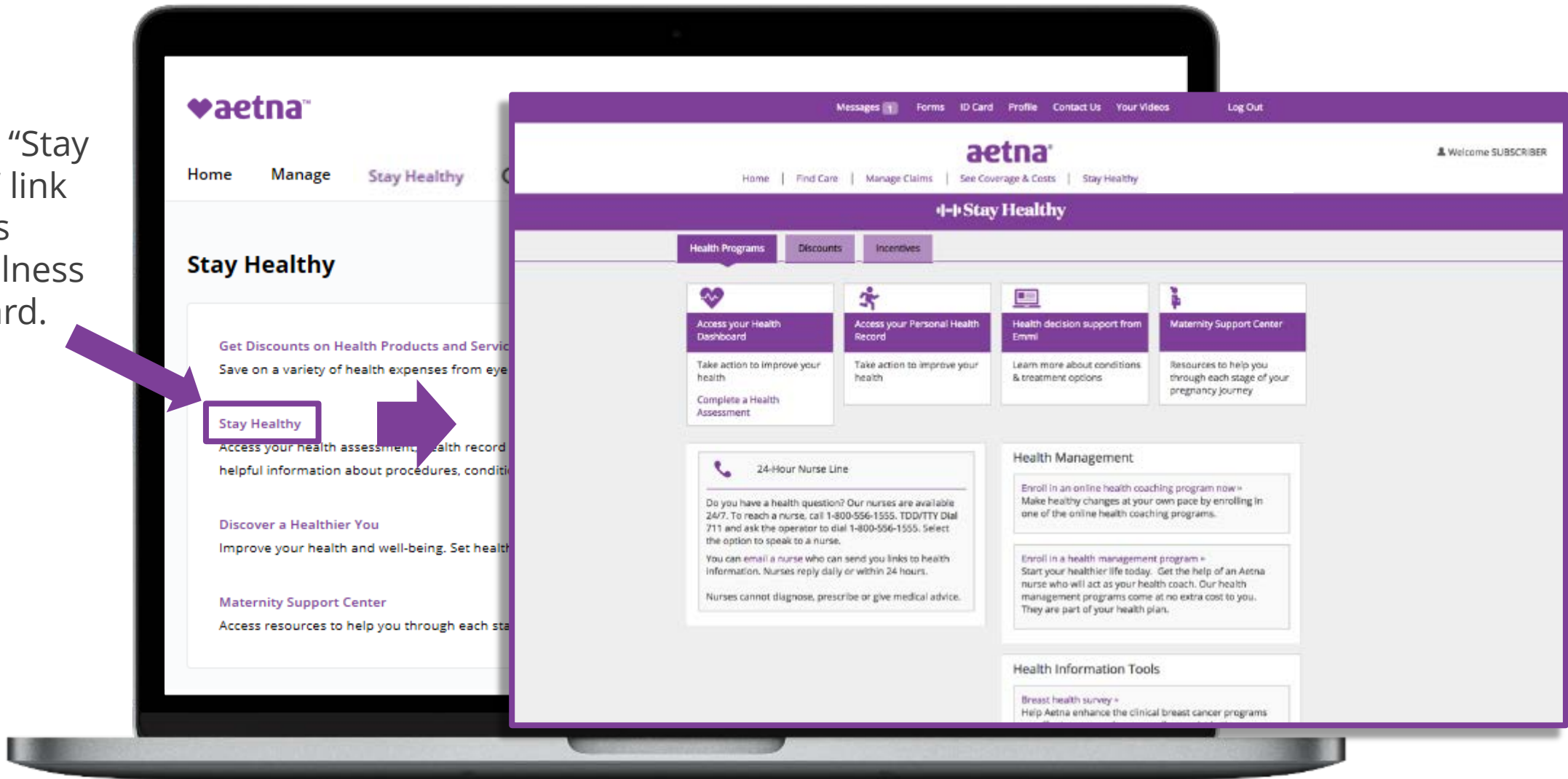
Aetna Member Website:
Accessing the Member Engagement Platform

Click the "Discover a Healthier You" link to access your Member Engagement Platform.
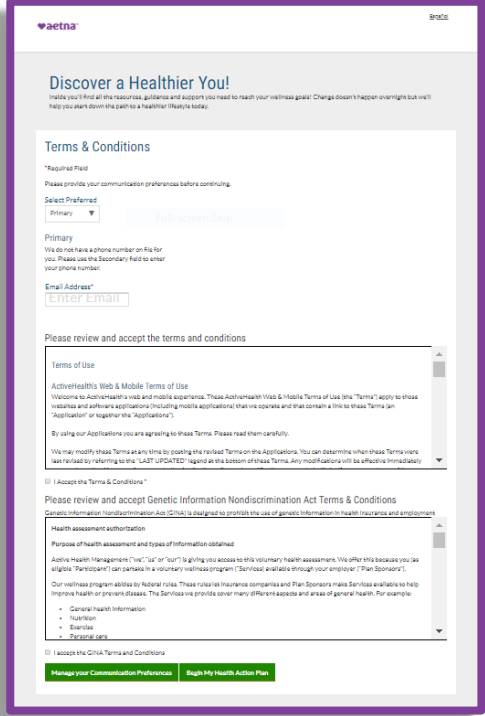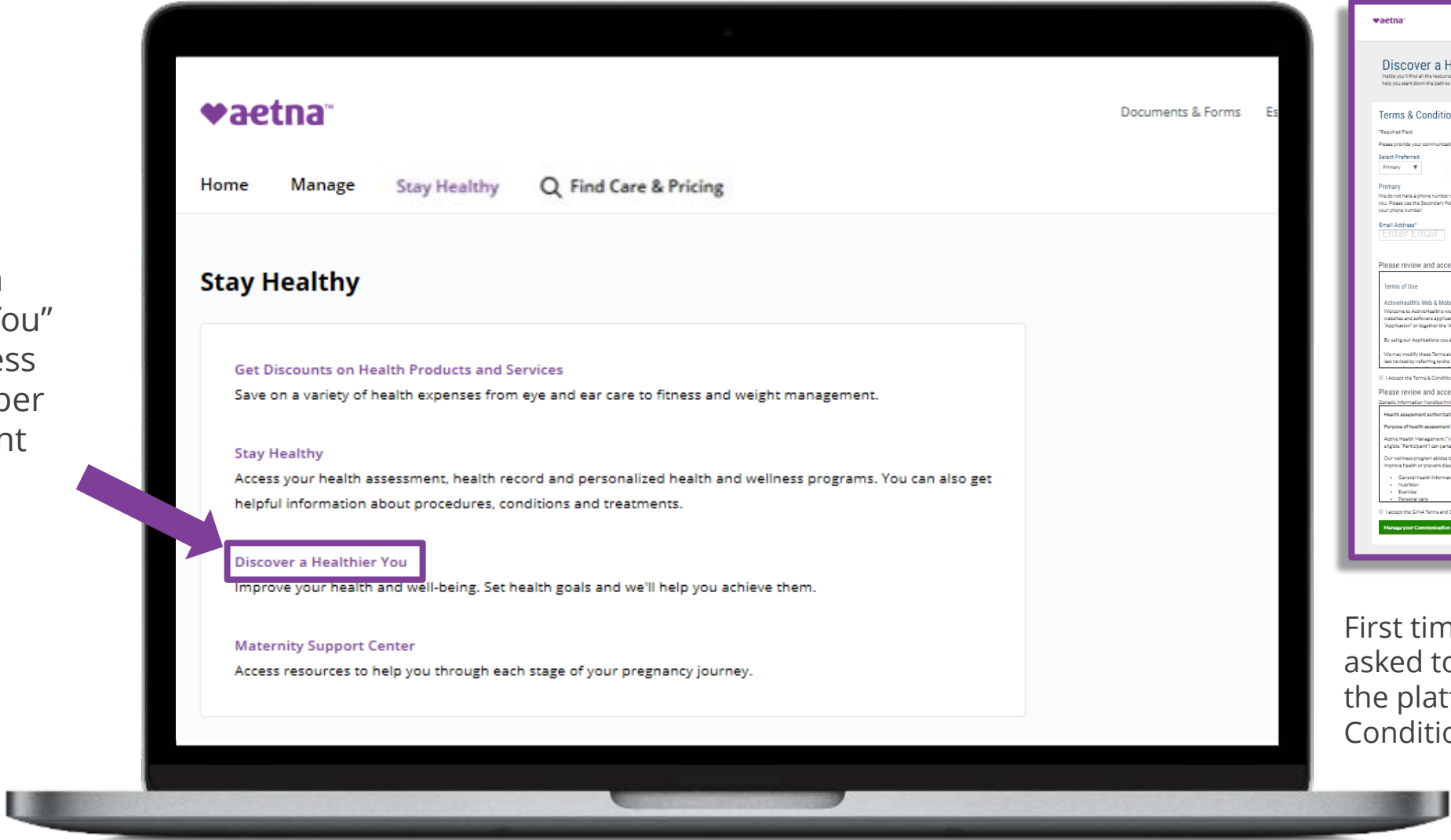
First time users will be asked to review and accept the platform Terms & Conditions.

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Member Engagement Platform:
Engaging with your Digital Coach

Click on "Coaching" to open your digital coaching menu.
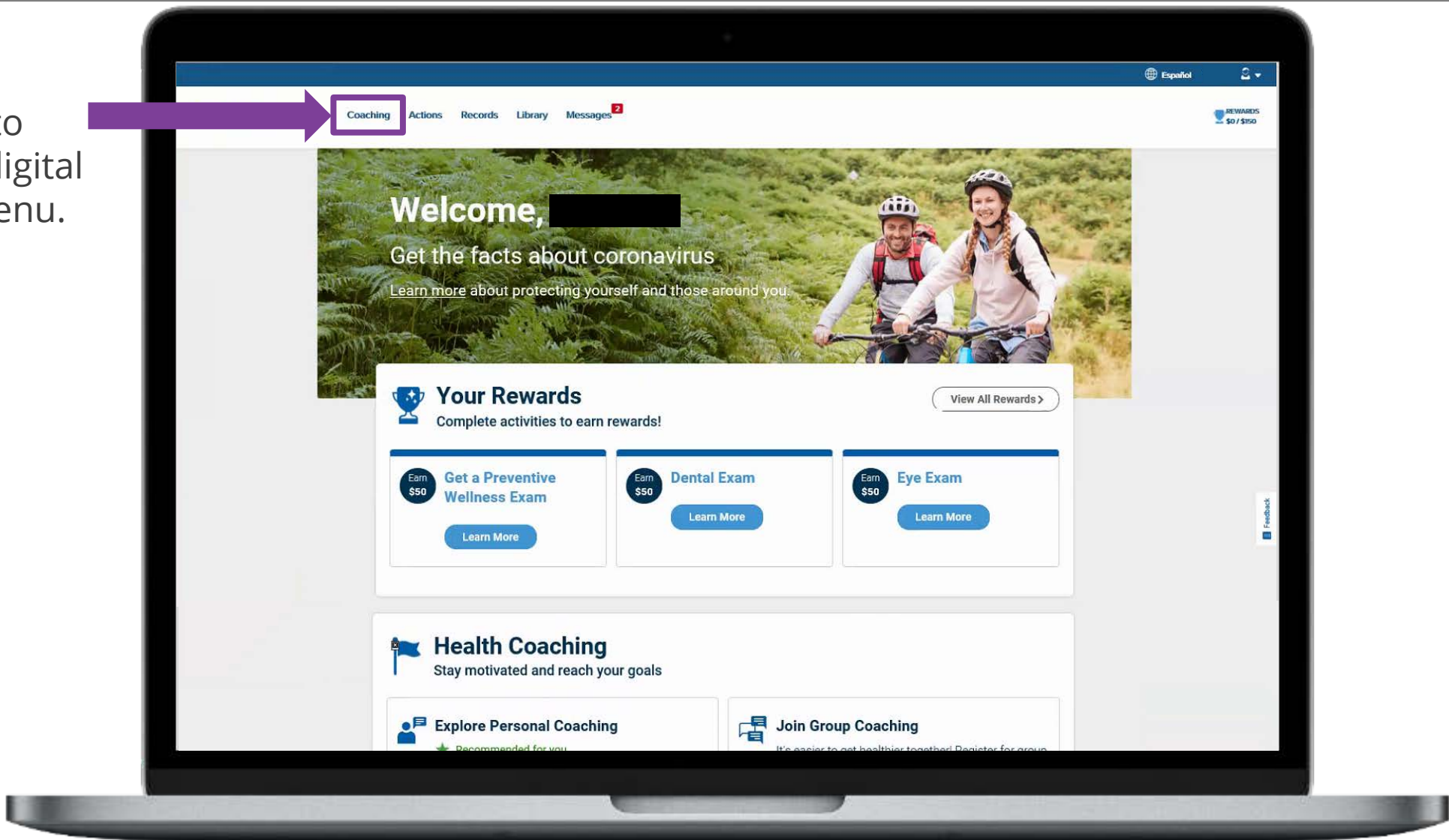
Member Engagement Platform:
Accessing your Health Actions

Hover over "Actions" to open your Health Actions menu.

Member Engagement Platform: Accessing Your Health Assessment

Hover over "Records" to open up your Health Records menu.

Click "Health Assessment" to access your health assessment.
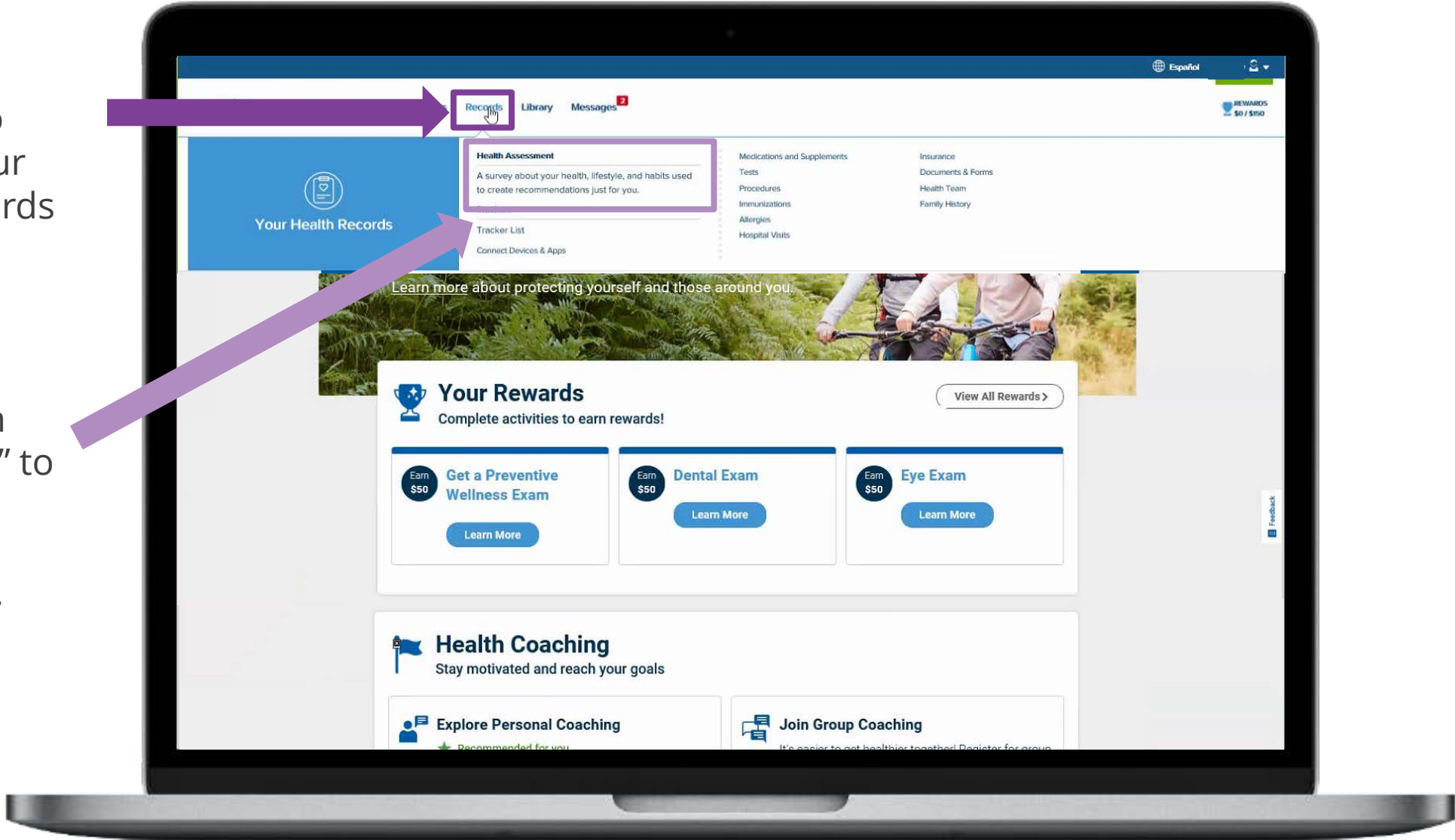
Member Engagement Platform: Accessing Your Health Assessment

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.
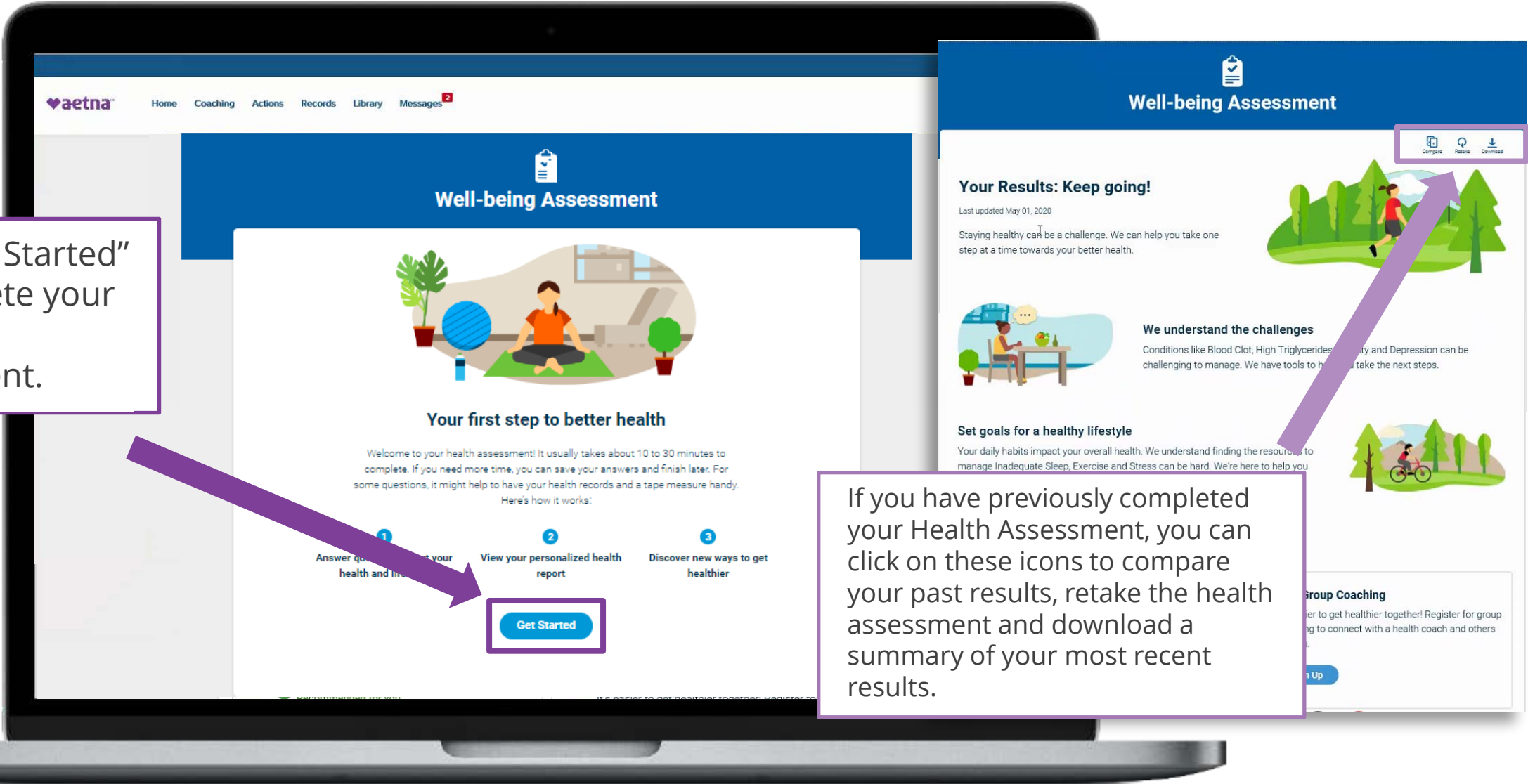
Member Engagement Platform:
Accessing your Rewards Center/Incentives

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

You'll find a trophy icon on the top right of your page with the amount of rewards/incentives you have earned out of the max $150 for the plan year, as well as a link to "View All Rewards".
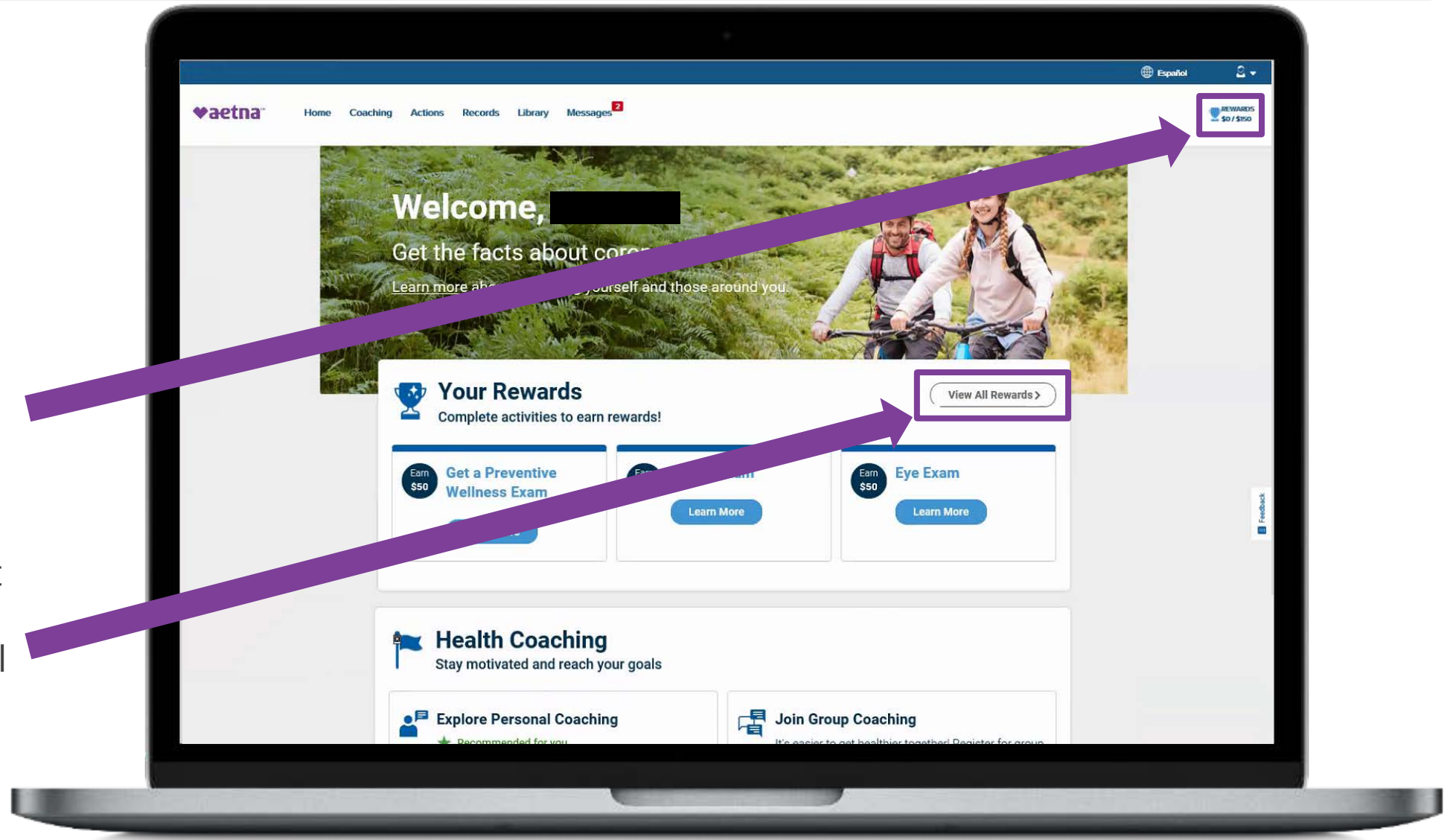
Member Engagement Platform:
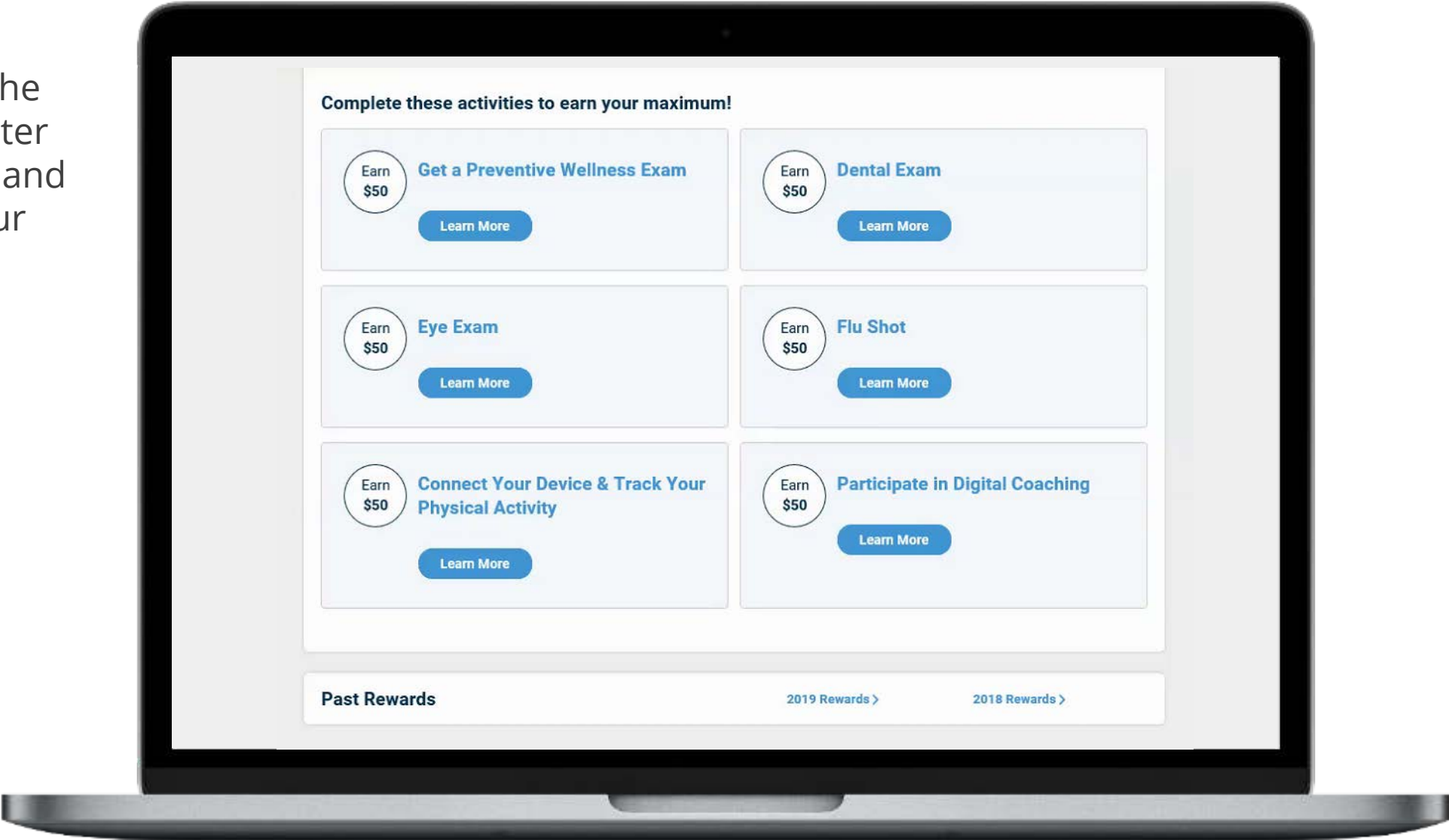# Accessing your Rewards Center/Incentives

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.
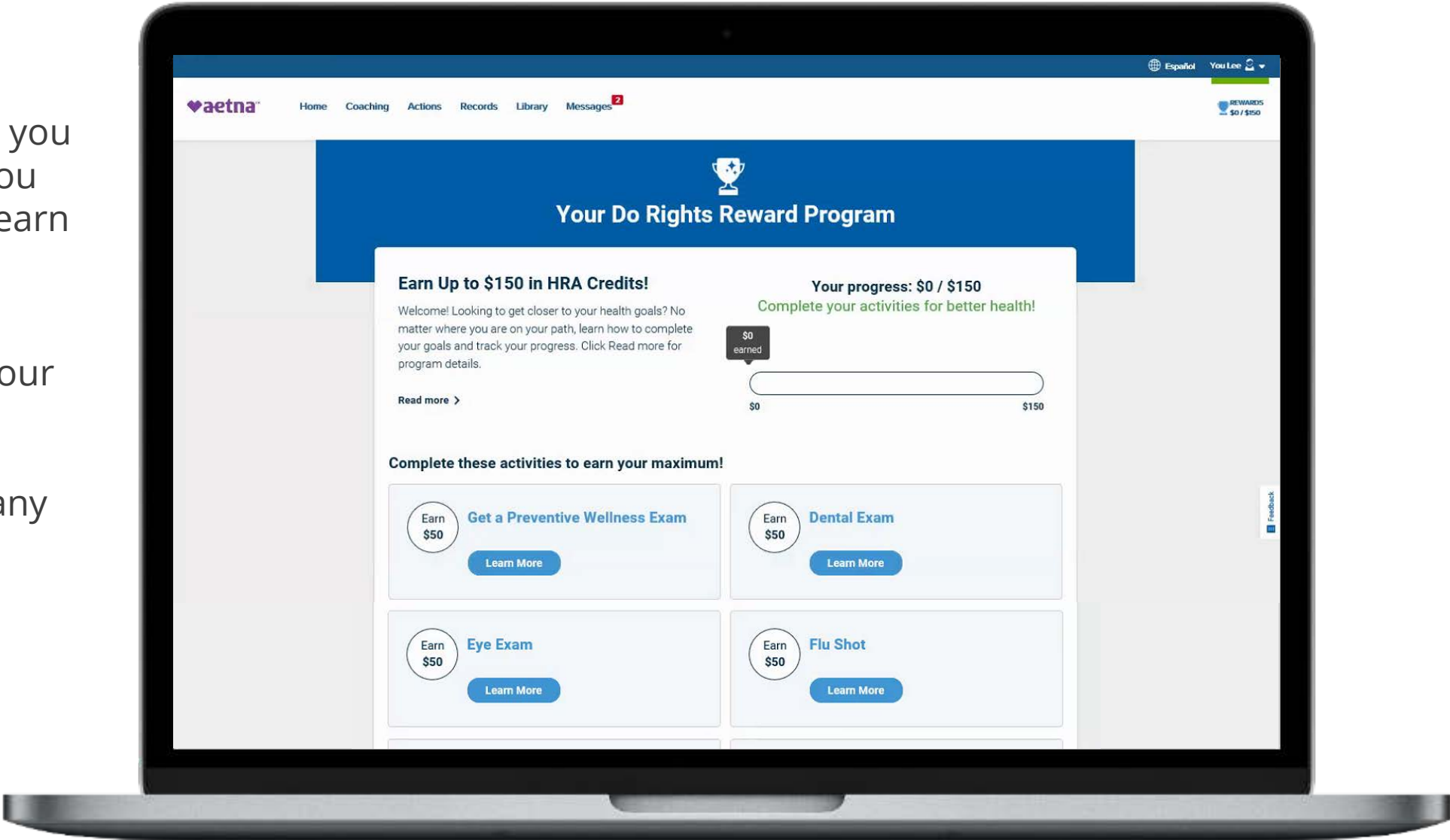
Member Engagement Platform:
Accessing your Rewards Center/Incentives

Scroll down the Rewards Center page to view and complete your incentive activities.

Complete these activities to earn your maximum!

Earn $50 — **Get a Preventive Wellness Exam** — Learn More

Earn $50 — **Dental Exam** — Learn More

Earn $50 — **Eye Exam** — Learn More

Earn $50 — **Flu Shot** — Learn More

Earn $50 — **Connect Your Device & Track Your Physical Activity** — Learn More

Earn $50 — **Participate in Digital Coaching** — Learn More

Past Rewards   2019 Rewards >   2018 Rewards >

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).**

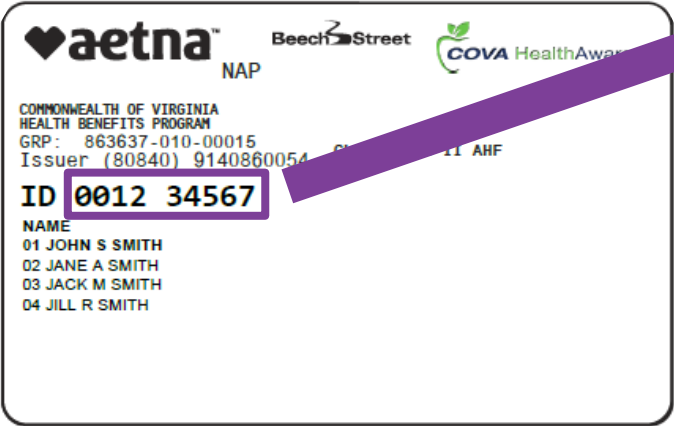*Terms and Conditions: http://bit.ly/2nlJFYG. Privacy Policy: https://www.aetna.com/legal-notices/privacy.html.*

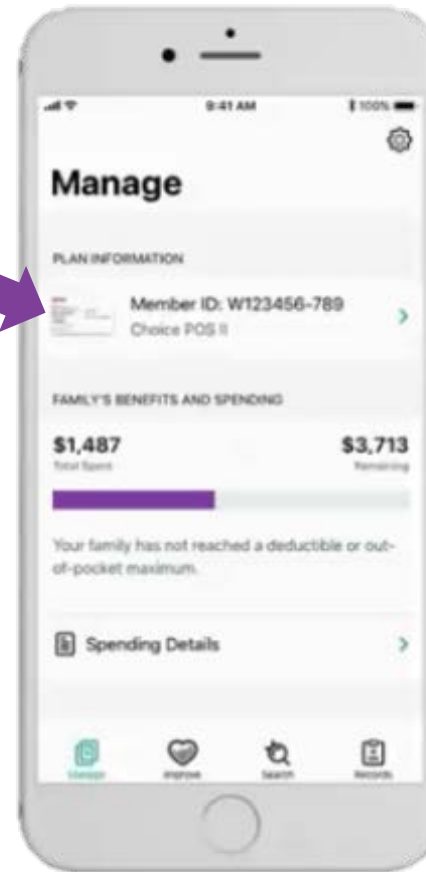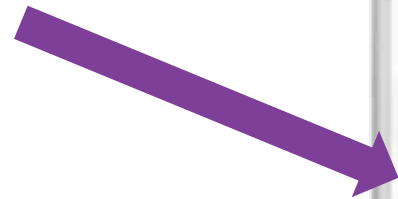**Look for this icon in the app stores > > >**

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.
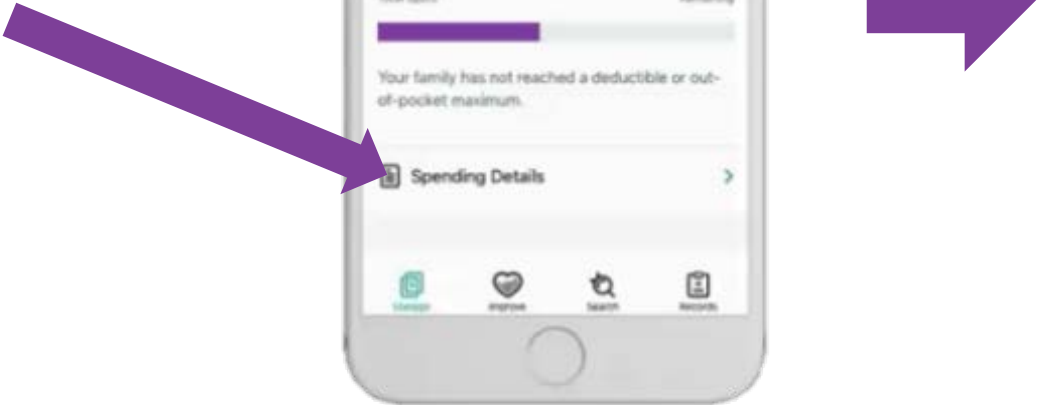
Aetna Health App – Manage tab:
Viewing your ID card
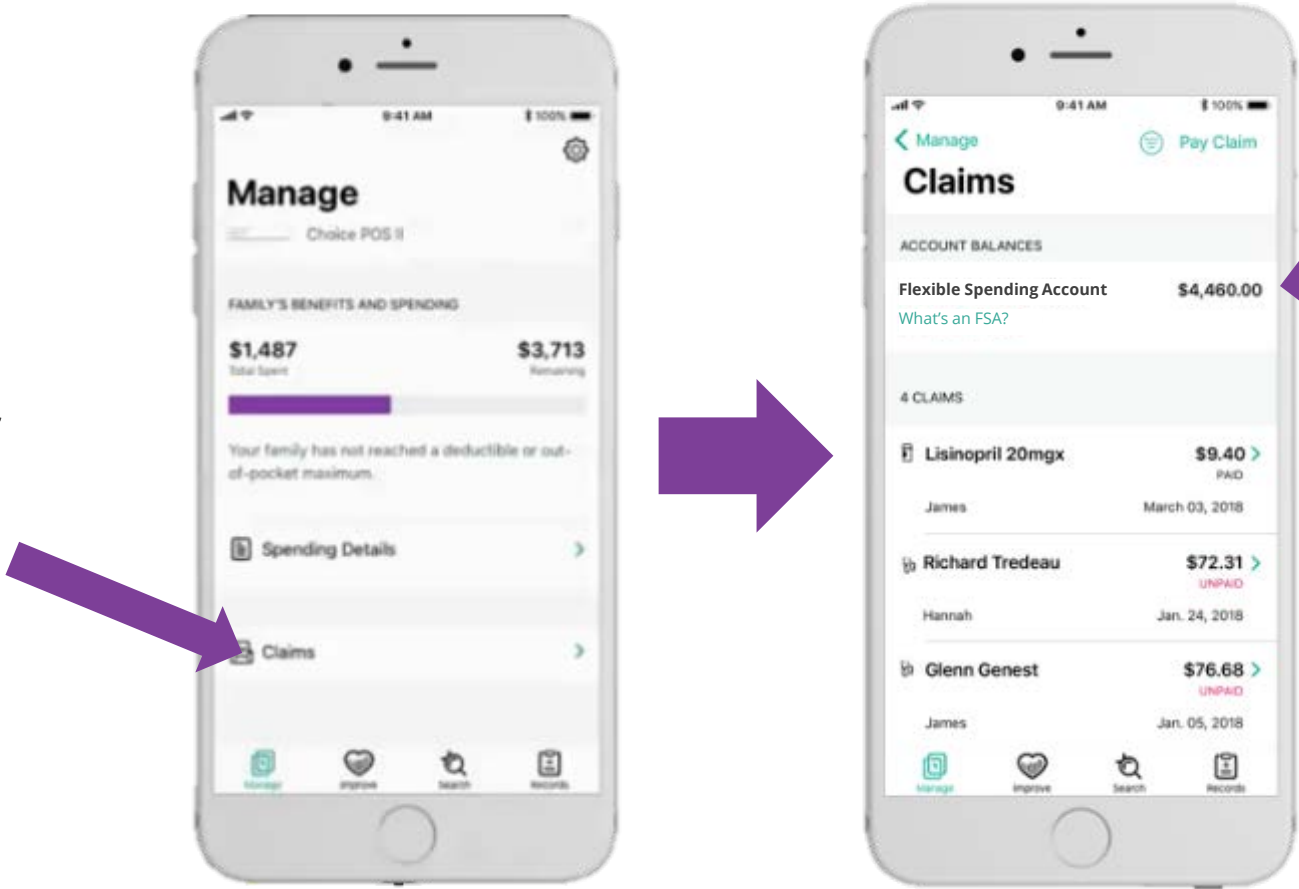
Click the ID card section to view your ID Card

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

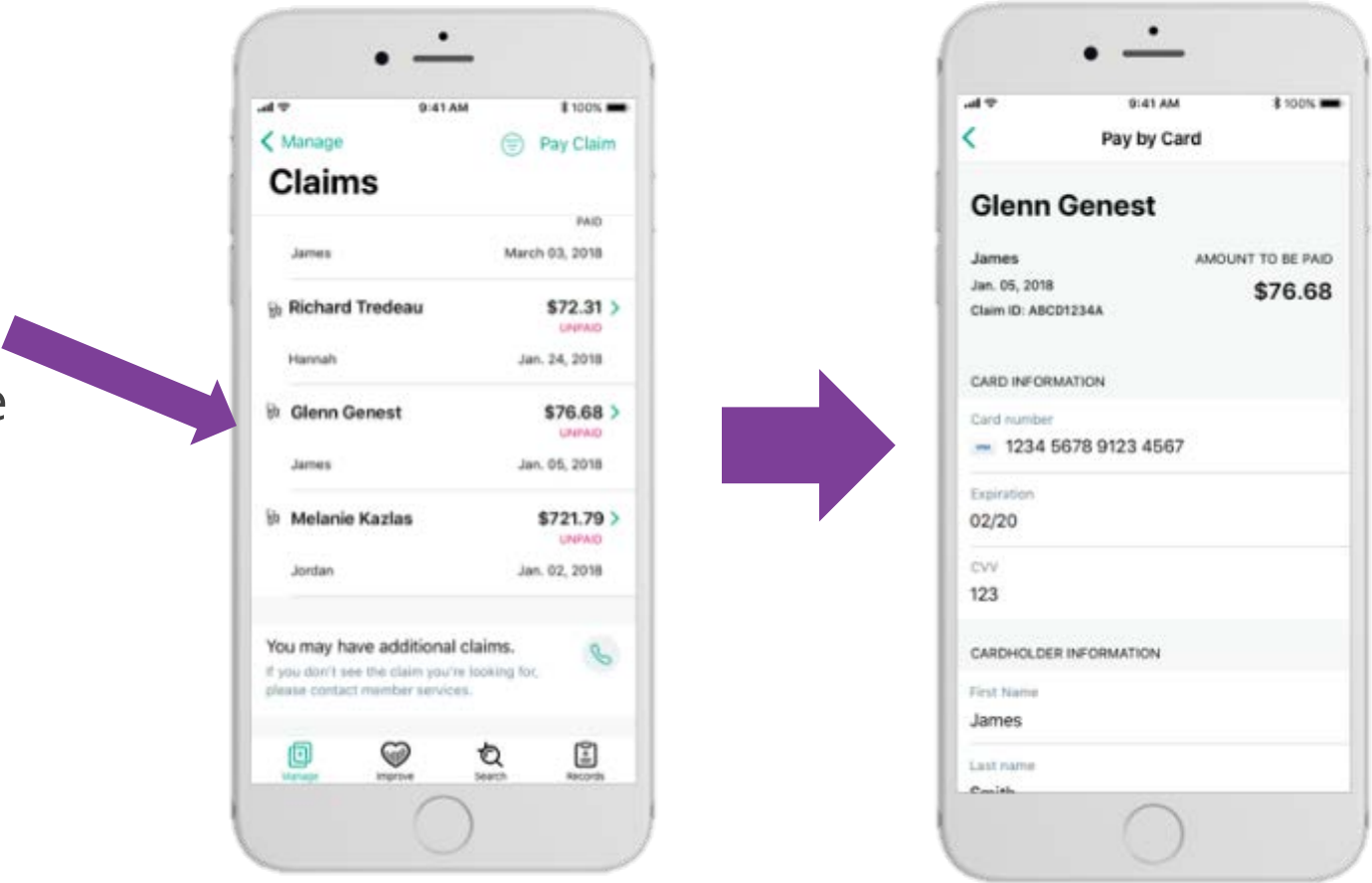Click "Claims" to view your/your family's history of claims and claims details.

If you have an FSA with PayFlex, the remaining account balance will be shown here.
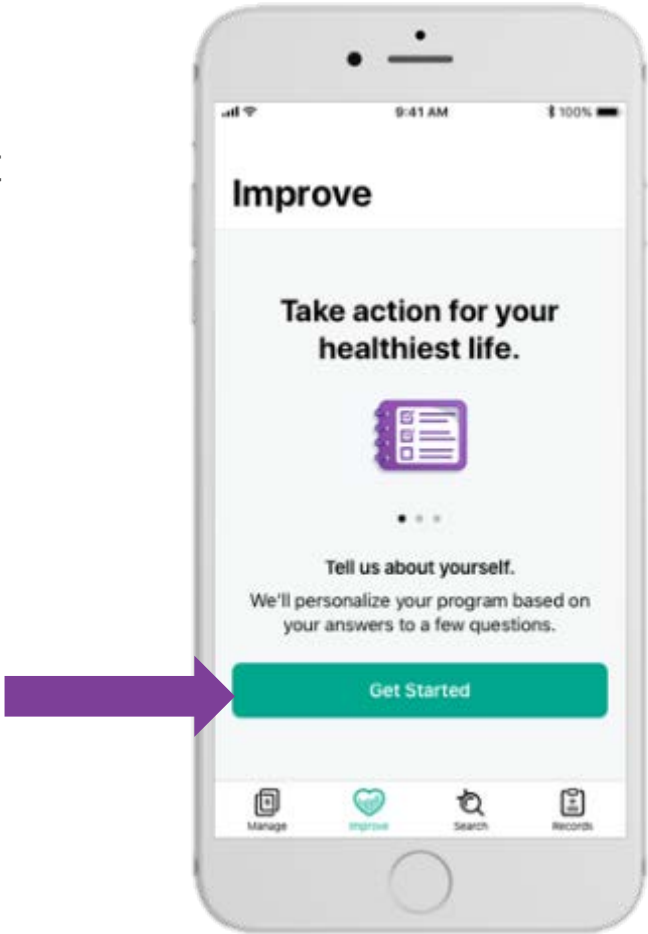
Aetna Health App – Manage tab
Paying a claim

Clicking on an unpaid claim gives you the option to pay directly from the Aetna Health App.
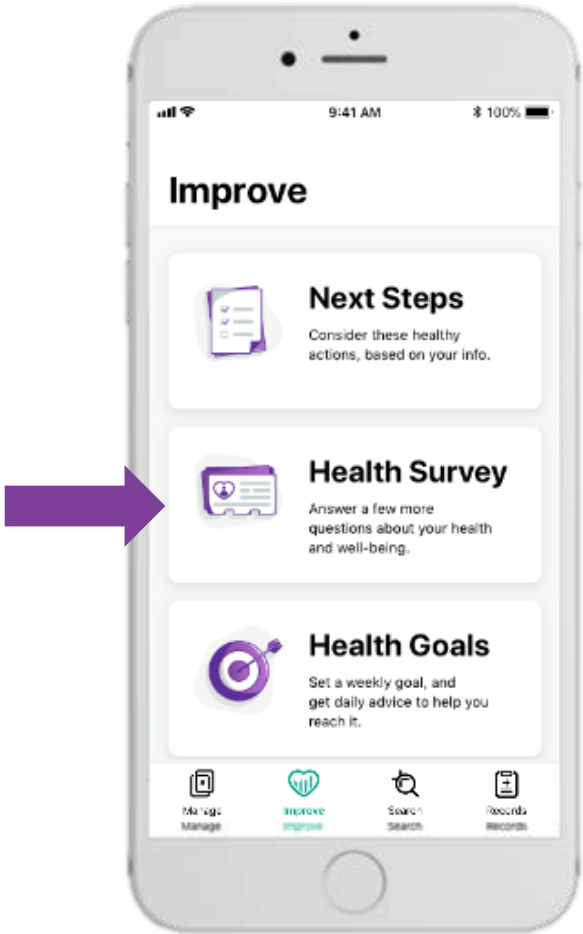
Aetna Health App – Improve tab: Completing your Health Assessment

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.
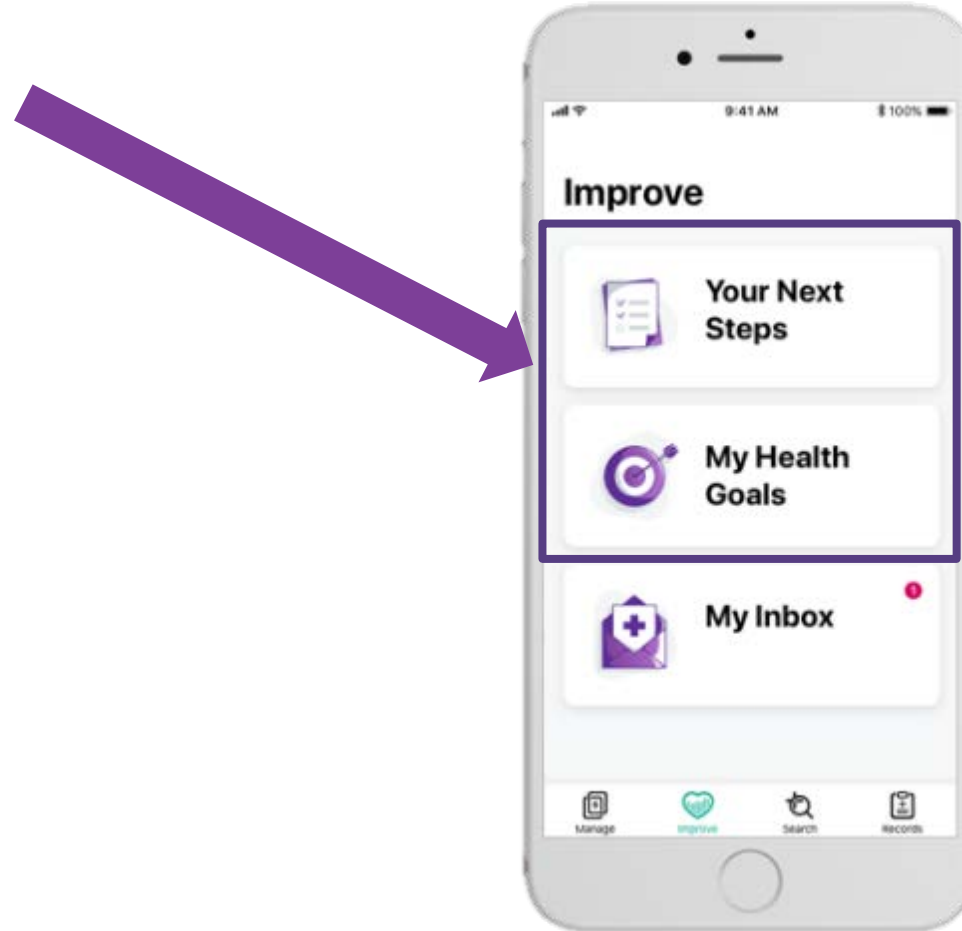

When accessing this tab after the first time, click on "Health Survey" to start, resume, or complete your Health Assessment.

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.
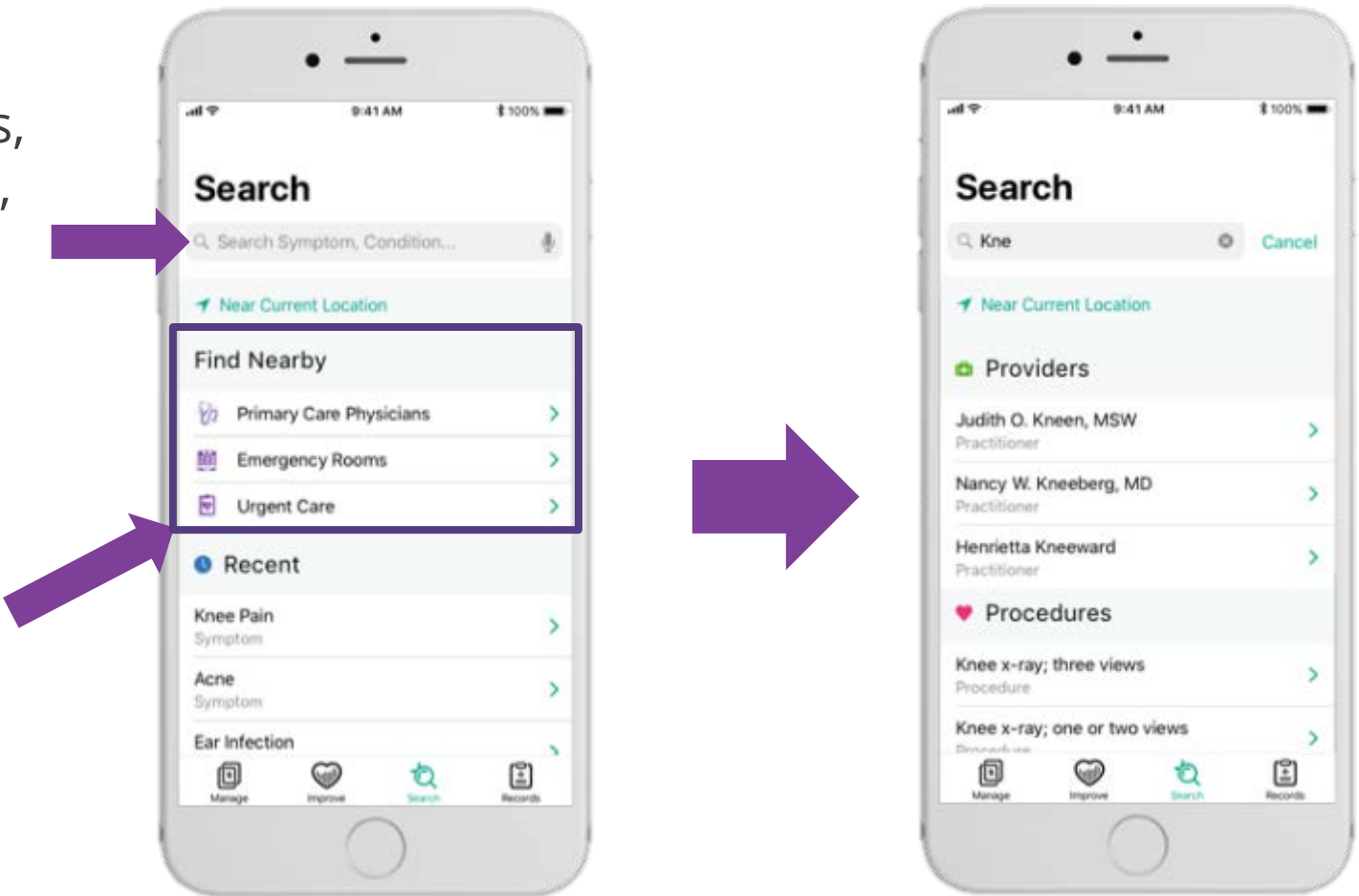
Aetna Health App – Search tab
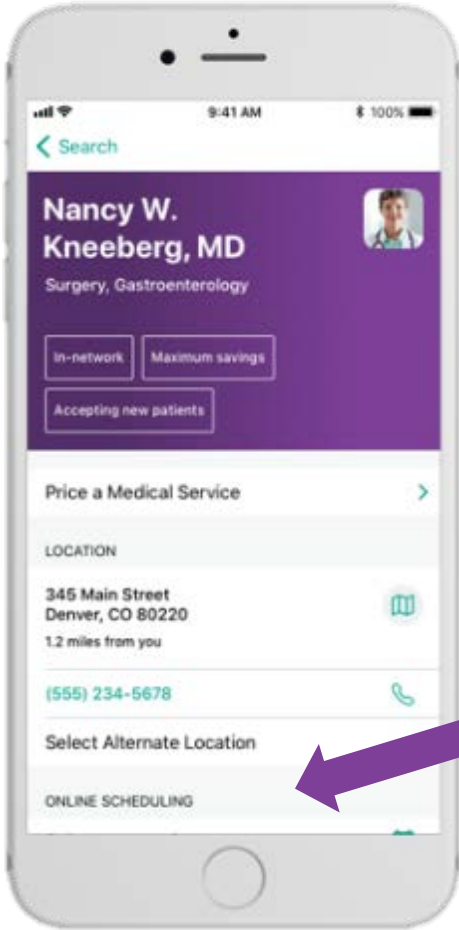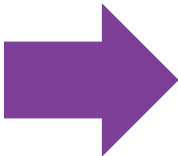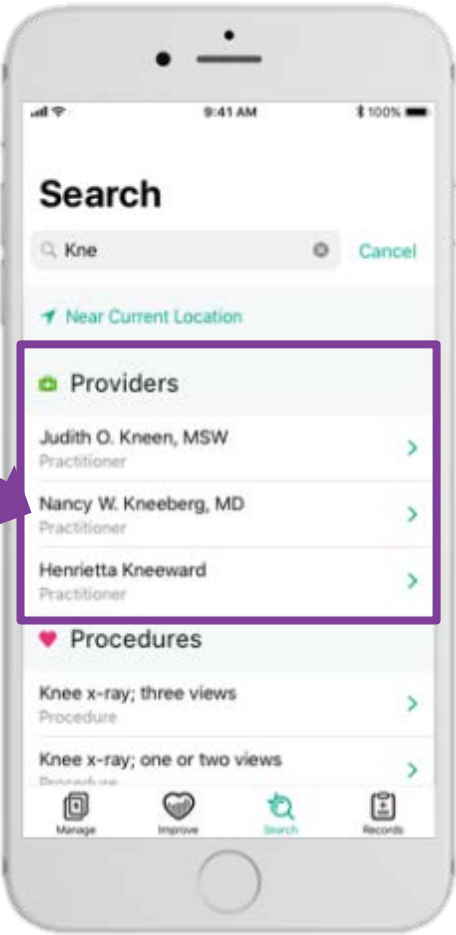## Searching for providers, procedures, facilities, etc.

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, etc.

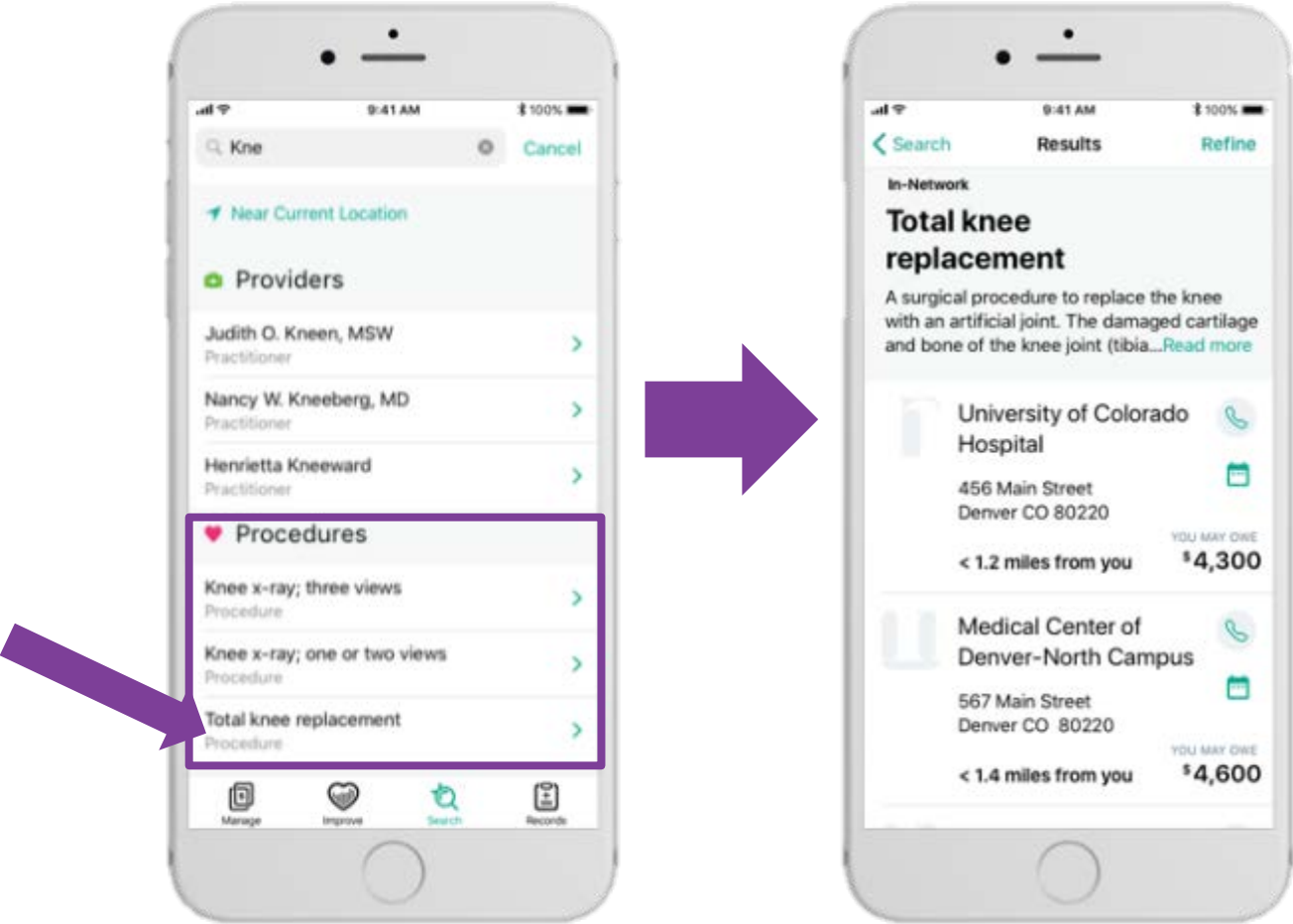Click on a provider to see their details.

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

Aetna Health App – Search tab
Searching for providers, procedures, facilities, etc.

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

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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.