

Aetna Health Member Website and App



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 a provider, procedure, facility, etc. 12
- Estimating the cost of care 13
- Managing claims 14-15
- Accessing Aetna Wellness Programs 16-17
- Accessing the Member Engagement Platform 18-24
 - Digital Coaching
 - Health Actions
 - Health Records, Health Assessment
 - Rewards Center/Incentives

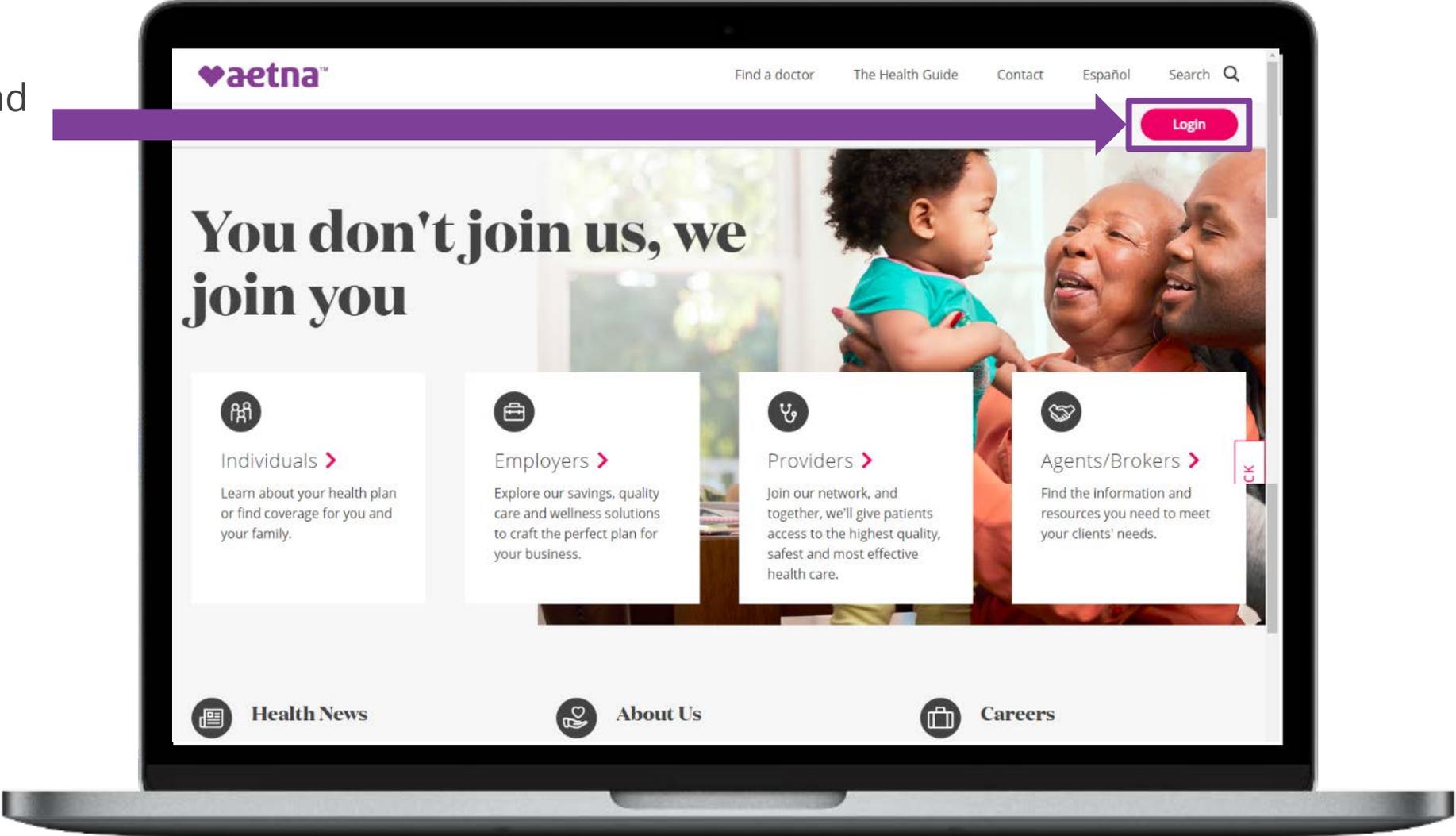
Table of Contents

Aetna Health App

| | |
|---|-------|
| Downloading the App | 25 |
| Logging in | 26 |
| Manage tab | 27-30 |
| Viewing your ID card | |
| Viewing your benefits and spending details | |
| Viewing your claims and FSA balance | |
| Paying a claim | |
| Improve tab | 31-32 |
| Completing your health assessment | |
| Accessing digital coaching | |
| Search tab | 33-35 |
| Searching for providers, procedures, facilities, etc. | |
| Records tab | 36 |
| Viewing your health records | |

Aetna Member Website - Logging in

Go to www.aetna.com and click on "Login."



Aetna Member Website - Logging in: Registering a new account

Within the Member Login section, click "Register."

User Agreement

The following terms and conditions, including the Legal Statement, Web Privacy Statement and Privacy Notice, apply to the use of the information, tools and other content accessible via this website (the "services"). Depending on the services you use, you may be required to provide certain information. Aetna member website, Simple Steps To A Healthier Record, You acknowledge that you have read, understand and agree to the following:

[Terms of Use »](#)
[Privacy Center »](#)

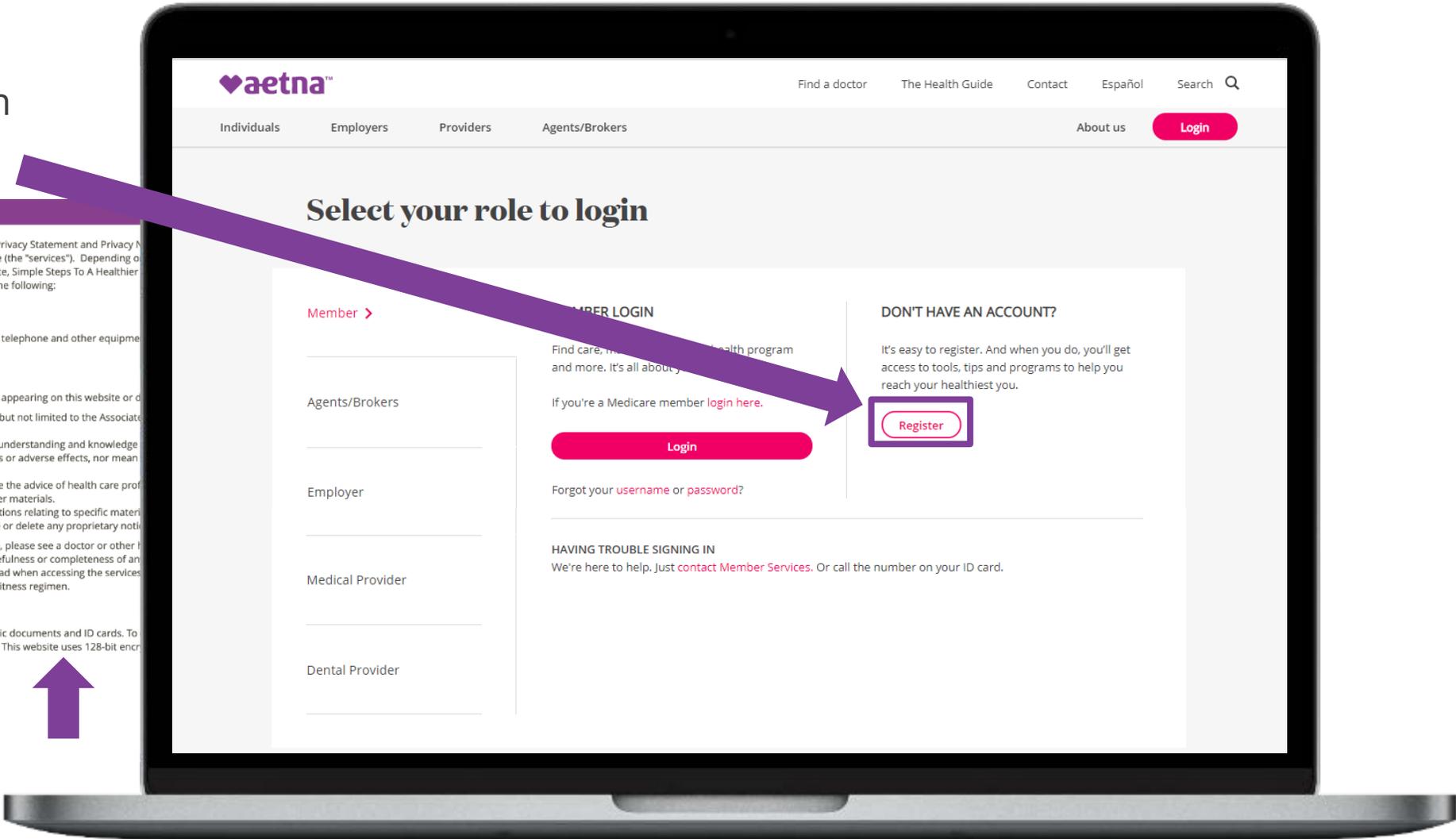
You understand that you must provide, at your own expense, all internet, telephone and other equipment necessary to use the services.

Health Information and Other Content

You understand and agree that the health information and other content appearing on this website or other Aetna website is compiled from a variety of sources ("information providers"), including but not limited to the Associate Health Plans, health care organizations, and is for informational purposes only. The information is presented in summary form and intended to provide broad consumer understanding and knowledge. It does not cover all possible uses, directions, precautions, drug interactions or adverse effects, nor mean or imply that the information is effective or appropriate for you. It is *not* a substitute for professional health care and is not meant to replace the advice of health care professionals. It does not replace or modify any benefits plan documents or other member materials. You may display and, subject to any expressly stated restrictions or limitations relating to specific materials, you may use the services solely for your own noncommercial use. You agree not to change or delete any proprietary notices or information. If you have specific health care needs, or for complete health information, please see a doctor or other health care provider. Aetna and its providers make any warranty as to the reliability, accuracy, timeliness, usefulness or completeness of any information, and you should not disregard medical advice or delay seeking it because of something you read when accessing the services. You agree to follow your diet, starting or stopping any course of treatment or starting a new fitness regimen.

Electronic Documents

Through this website, you have the ability to view, print and save electronic documents and ID cards. To access the website, you may need a smartphone, tablet or another electronic device to access the website. This website uses 128-bit encryption. A higher level of encryption is required to view and open documents online.



New registrants will be asked to review and accept the Aetna User Agreement.

Aetna Member Website - Logging in: 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 »](#)

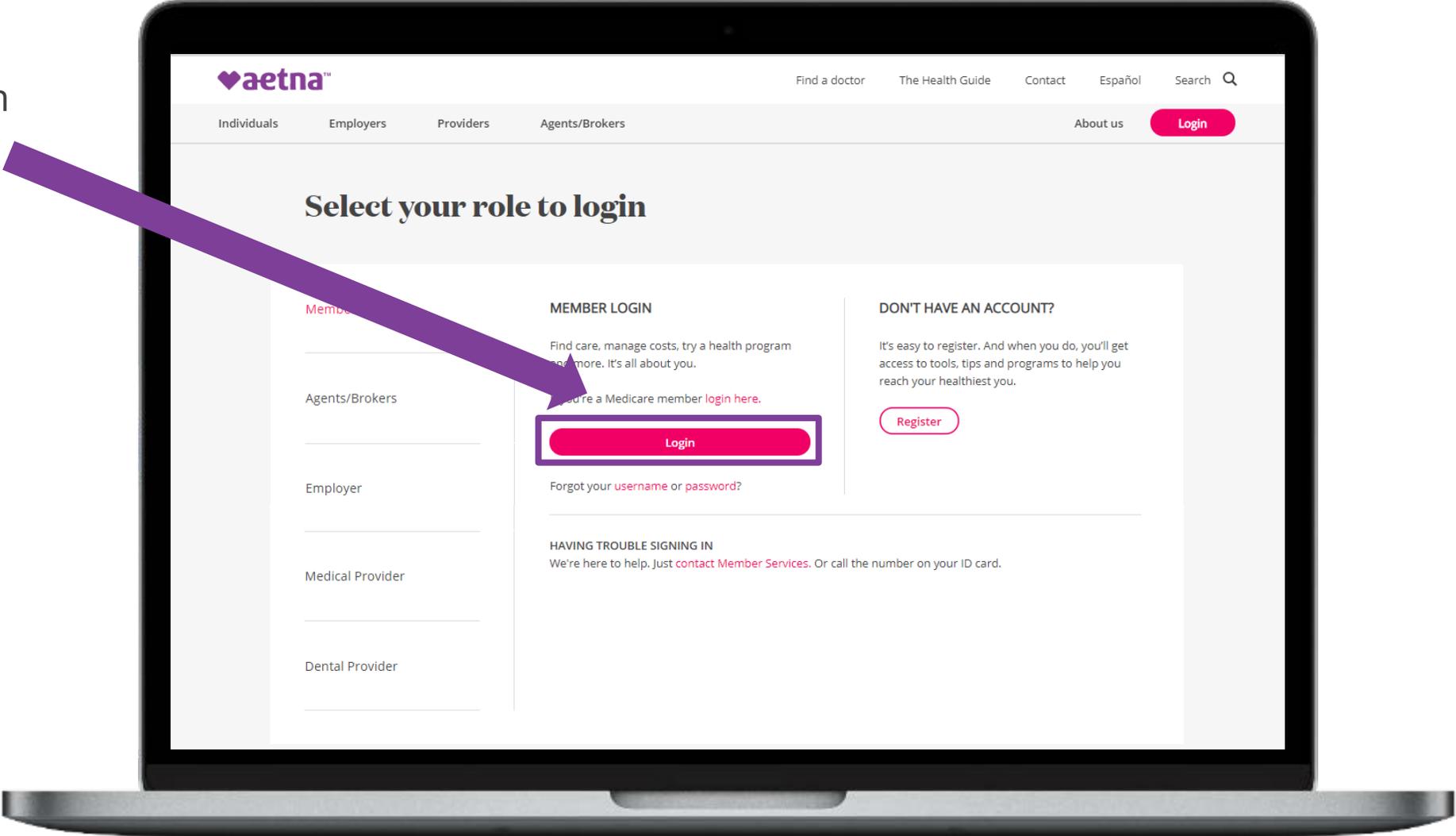
Full first name*

Full last name*

Date of birth*
Month Day Year

Aetna Member Website - Logging in: Registered users

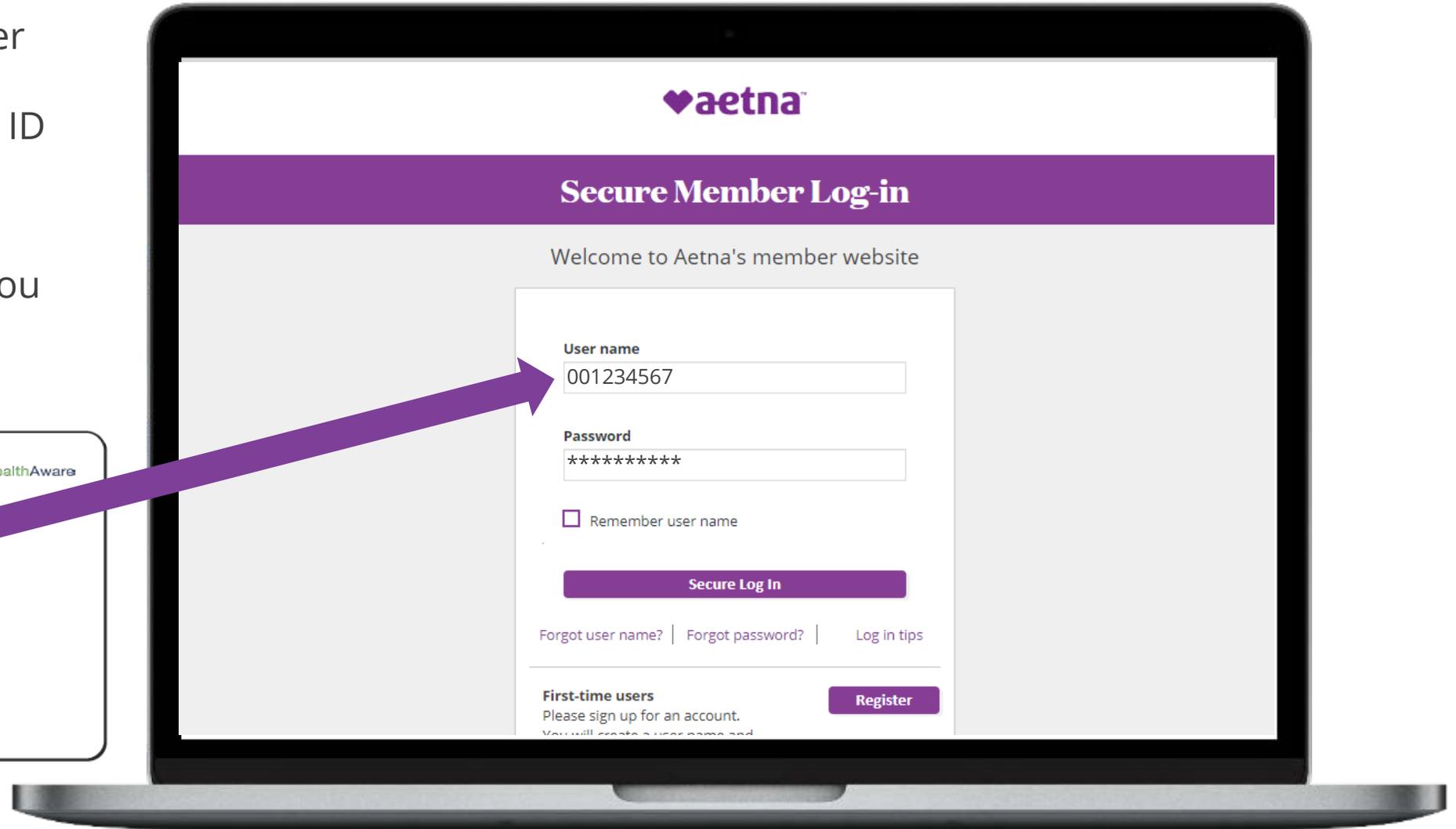
Within the Member Login section, click "Login."



Aetna Member Website - Logging in: 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.



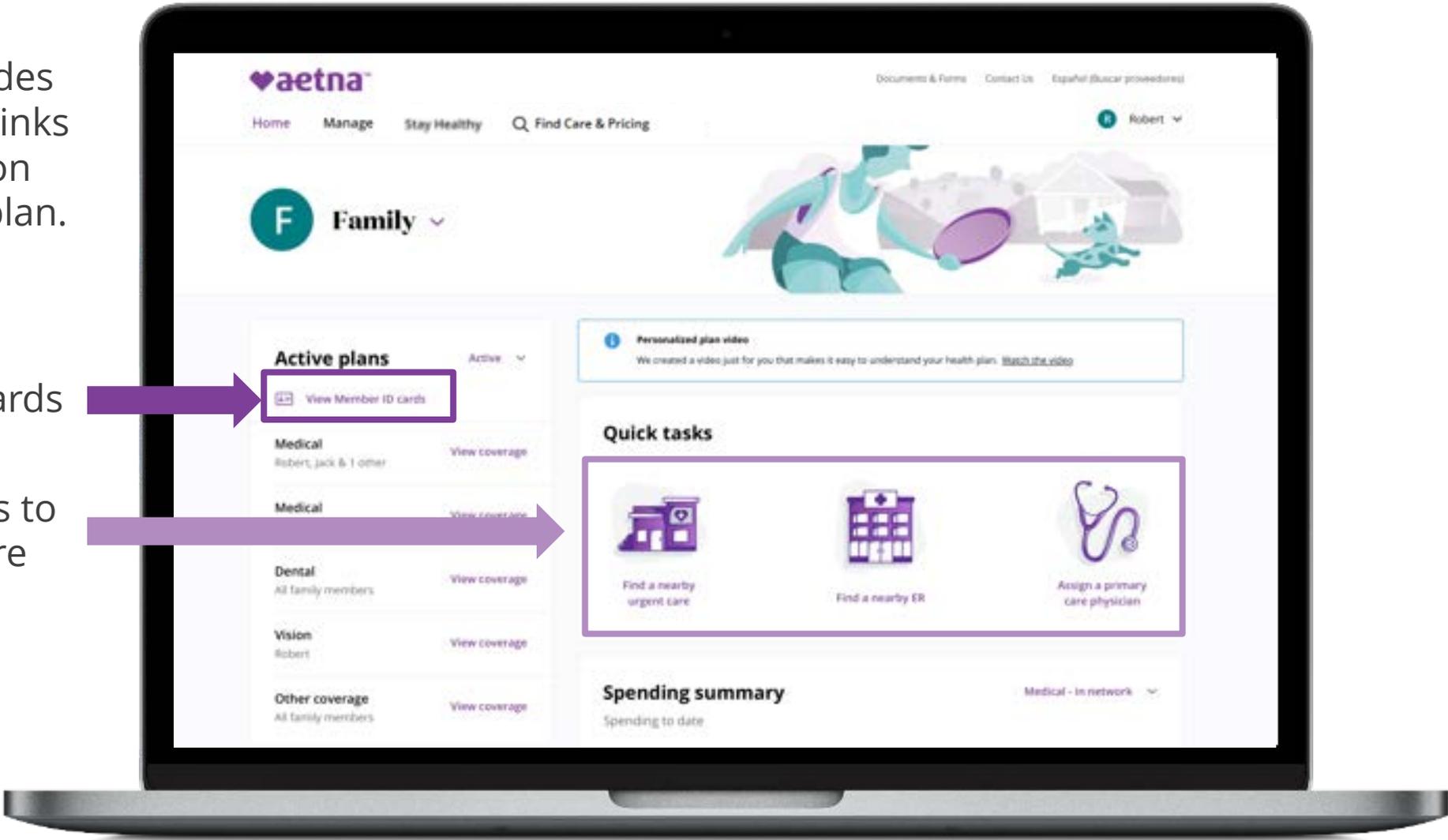
Aetna Member Website: Accessing key information from the home screen

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

ID cards



Quick links to finding care

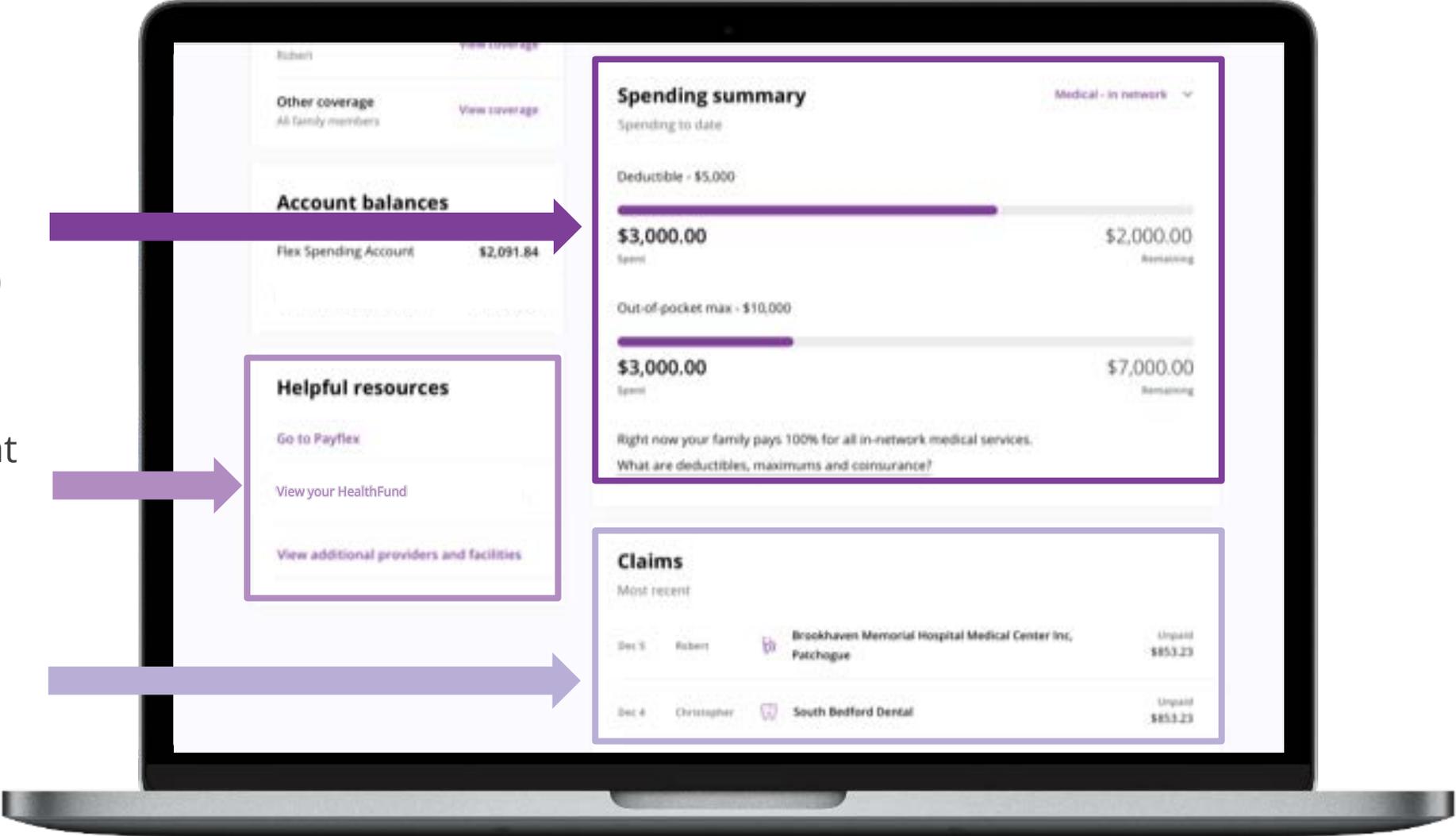


Aetna Member Website: Accessing key information from the home screen

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

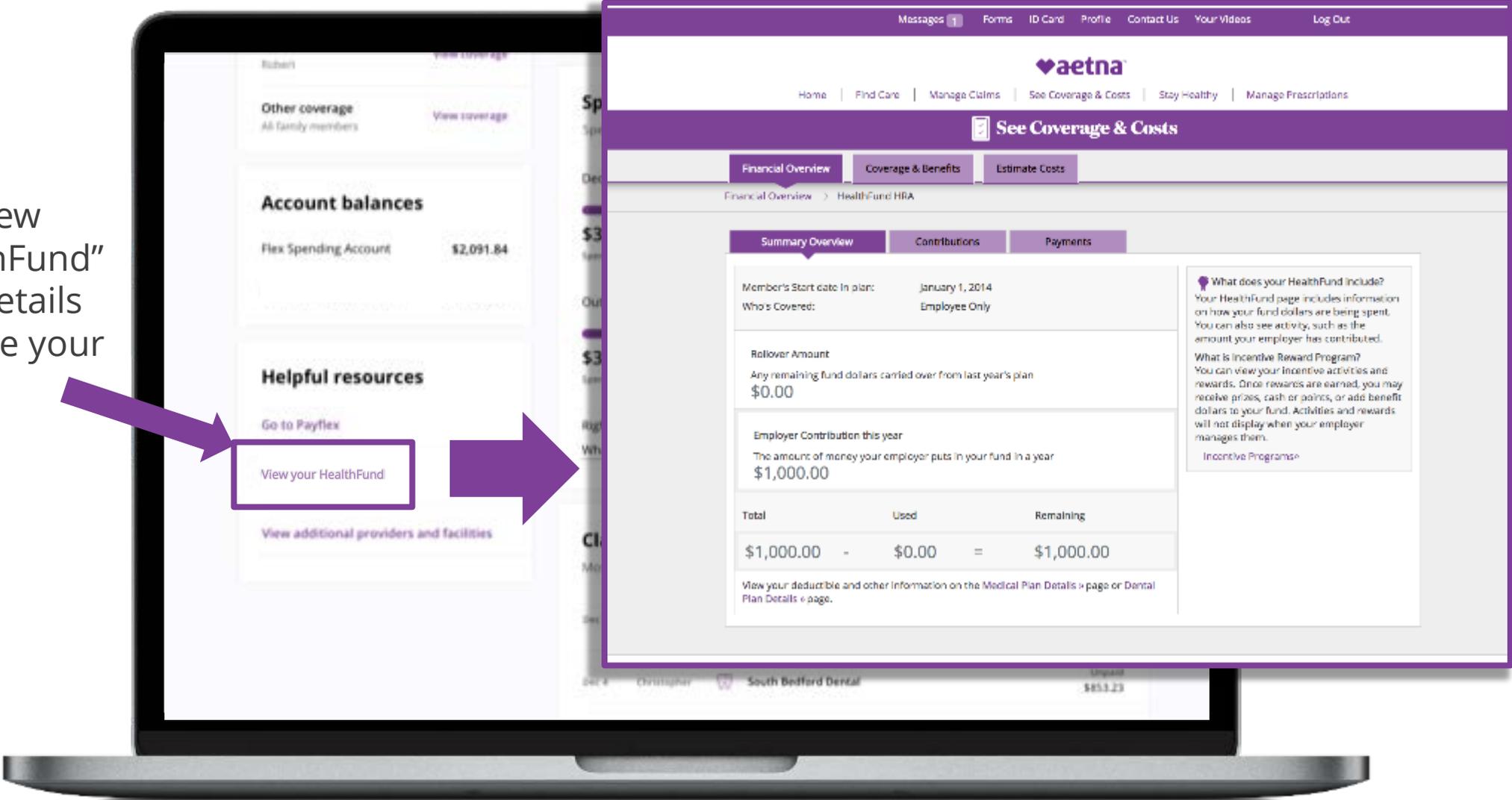
Links to important resources

Recent claims



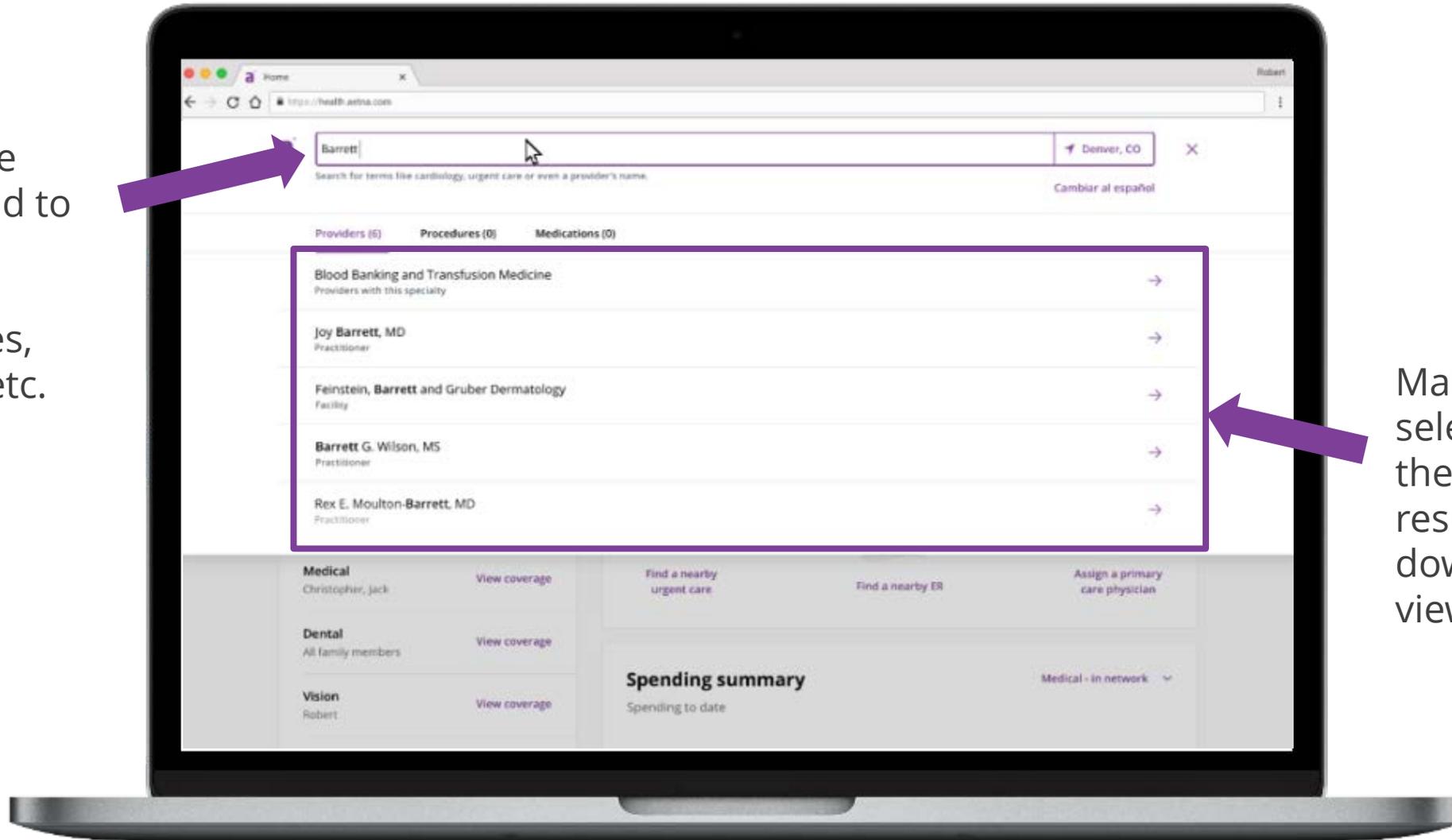
Aetna Member Website: Accessing your Aetna HealthFund (HRA)

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



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

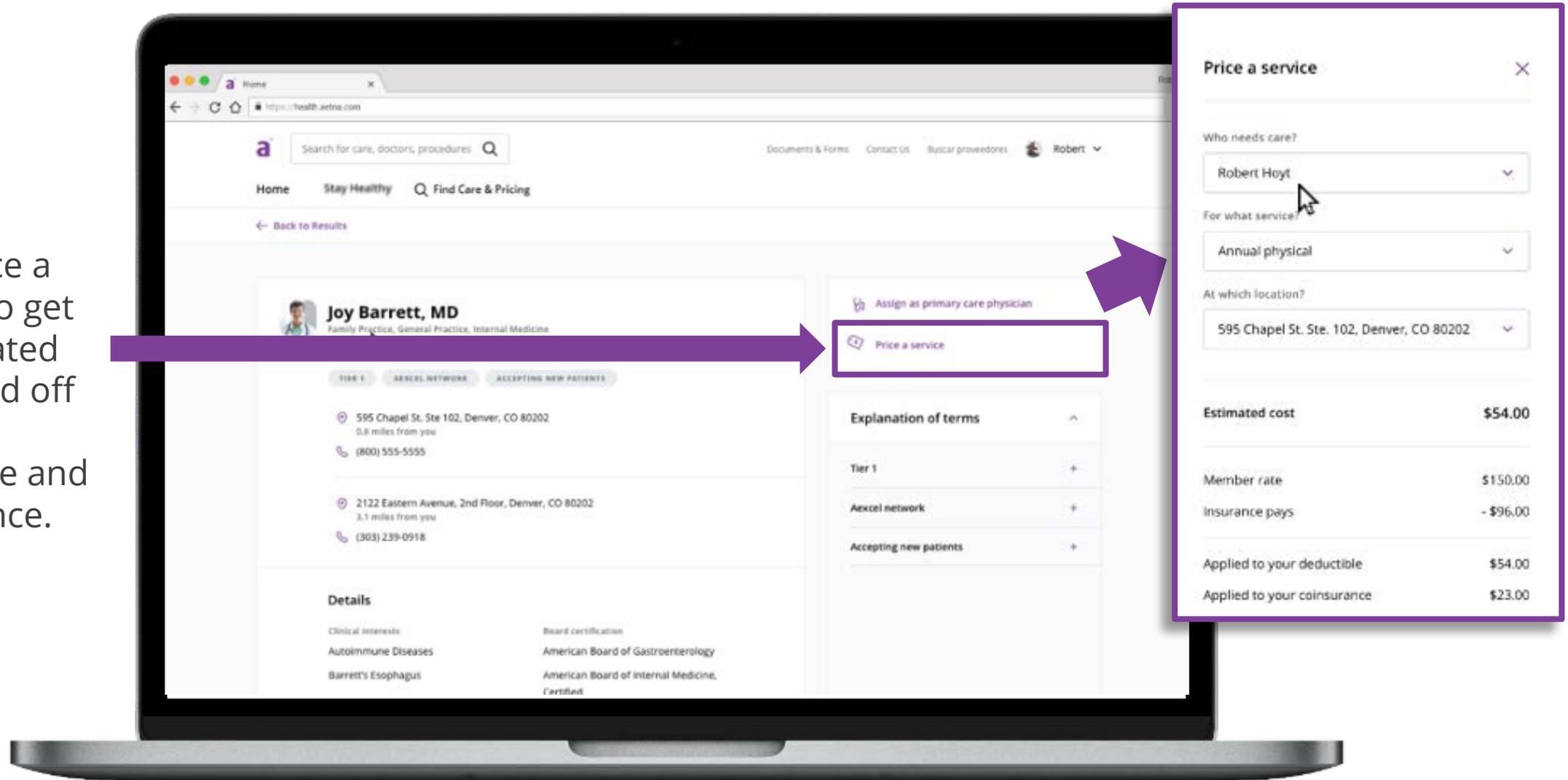
Type in the search field to search for providers, procedures, facilities, etc.



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: Managing Claims

Brookhaven Memorial Hospital Medical Center Inc, Patchogue

| Date | Service type | Member | Unpaid |
|--------------|--------------|--------|----------|
| Dec 05, 2017 | Medical | Robert | \$853.23 |

Comprehensive screening ultrasound Dec 05 2017 **\$622.83** +

Medical services Dec 05 2017 **\$58.25** +

Dual Energy X-ray, Diagnostic Only Dec 05 2017 **\$132.15** x

| | |
|---------------|-----------|
| Amount billed | \$295.25 |
| Member rate | -\$132.15 |
| Amount saved | \$70.90 |

Applied to your deductible: \$132.15
Applied to your coinsurance: \$10.00
Copy: \$25.00

Explanation of terms

- What's a deductible? +
- What's co-insurance? +

Questions about this claim?

Just contact member services at the number below and reference your member and claim IDs.

Member ID: W2G3550304 Claim ID: MM081129D
Member services: (800) 555-5555

Right now your family pays 100% for all in-network medical services.
What are deductibles, maximums and coinsurance?

Most recent

| | | | |
|-------|-------------|--|-----------------|
| Dec 5 | Robert | Brookhaven Memorial Hospital Medical Center Inc, Patchogue | Unpaid \$853.23 |
| Dec 4 | Christopher | South Bedford Dental | Unpaid \$853.23 |
| Dec 3 | Robert | Wynkoop Imaging Center | Unpaid \$853.23 |
| Dec 2 | Jack | Comfort Dental | Unpaid \$853.23 |
| Dec 1 | Robert | South Bedford Dental | Unpaid \$853.23 |

[View all claims](#) →

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

Aetna Member Website: Managing Claims

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

The screenshot shows the Aetna member website interface. The top navigation bar includes links for Messages, Forms, ID Card, Profile, Contact Us, Your Videos, and Log Out. The user is logged in as ROBERT HOYT. The main navigation bar includes Home, Find Care, Manage Claims, See Coverage & Costs, and Stay Healthy. The 'Manage Claims' section is highlighted, showing a search filter for 'Medical' claims from the last 180 days. Below the filter is a table of claims with columns for Date, Member, Provider, Bill Amount, Plan Paid, and Your Responsibility. The table shows two claims: one for DENVER DERMATOLOGY CONSLT on 10/25/18 and one for ROCKY MOUNTAIN MEDICAL EQUIPMENT on 10/14/18. To the right of the table are sections for Disability, View your HealthFund, Aetna Vision Preferred Claims, and Medical Balance.

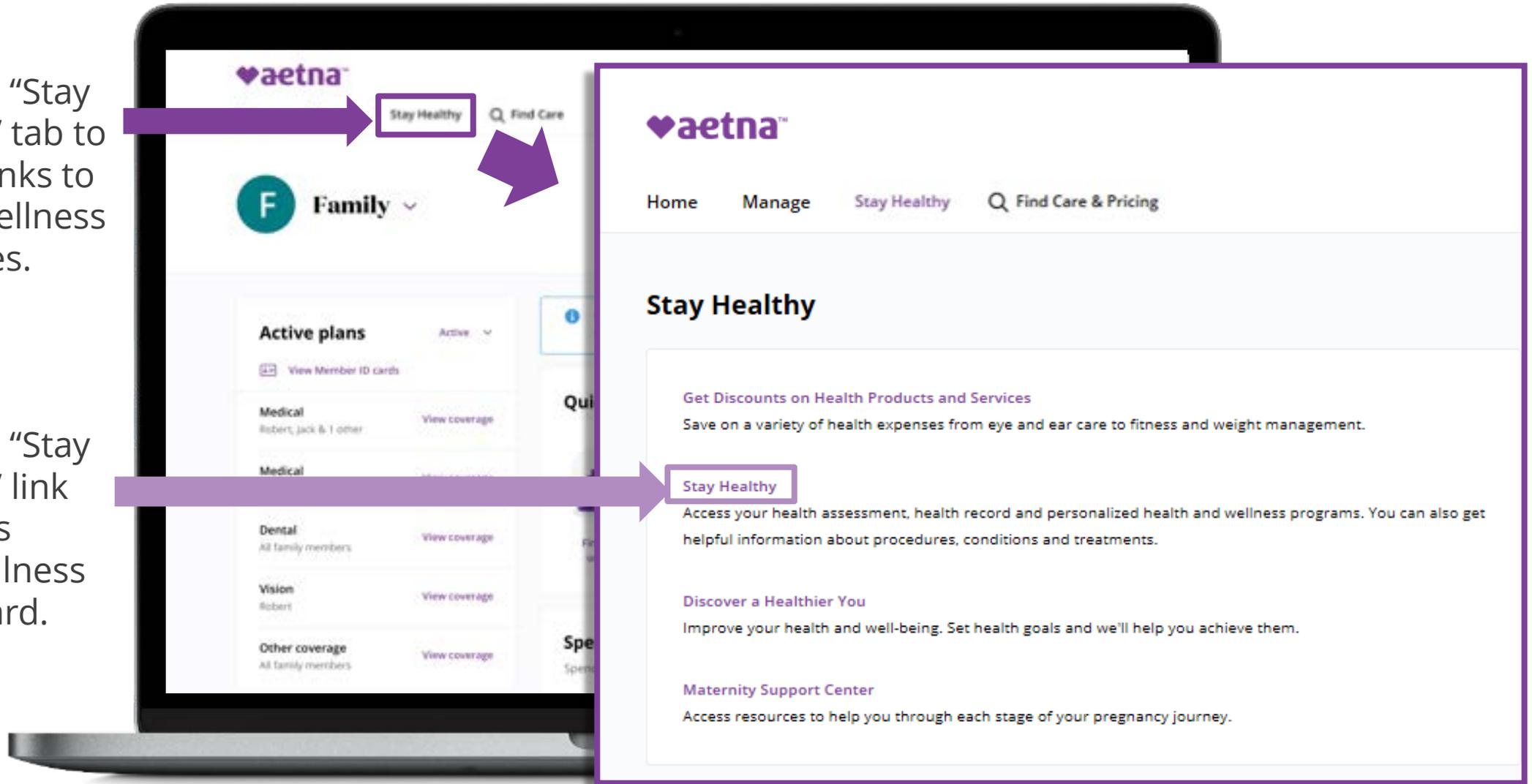
| Date | Member | Provider | Bill Amount | Plan Paid | Your Responsibility |
|----------|--------------|----------------------------------|-------------|-----------|-----------------------------|
| 10/25/18 | ROBERT (You) | DENVER DERMATOLOGY CONSLT | \$73.00 | \$47.21 | \$0 View claim details » |
| 10/14/18 | ROBERT (You) | ROCKY MOUNTAIN MEDICAL EQUIPMENT | \$127.60 | \$88.00 | \$0 View claim details » |

**This screen mockup is a placeholder, the actual screen has not been designed yet

Aetna Member Website: Accessing Aetna Wellness Programs

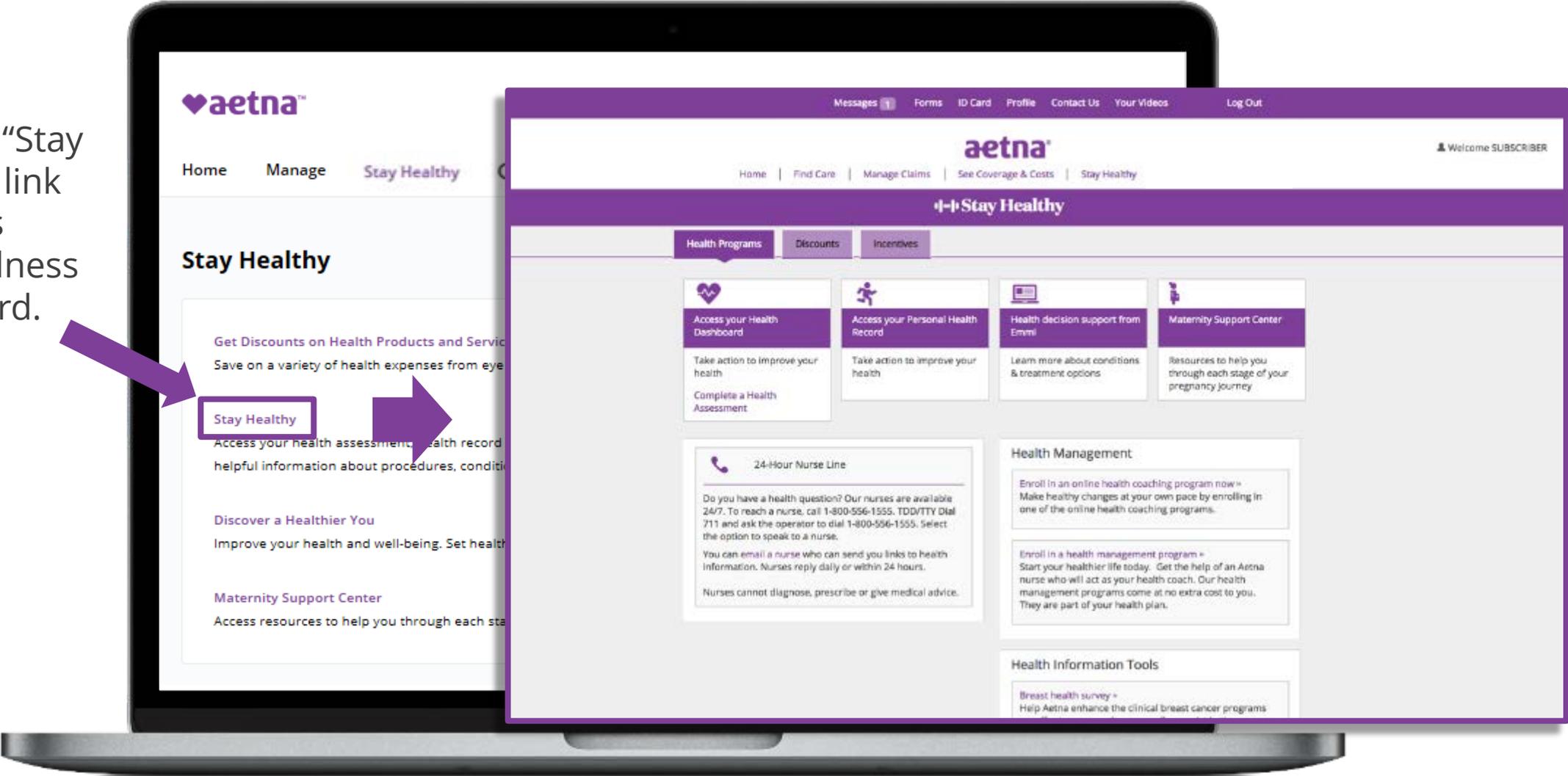
Click the “Stay Healthy” tab to access links to Aetna wellness resources.

Click the “Stay Healthy” link to access your wellness dashboard.



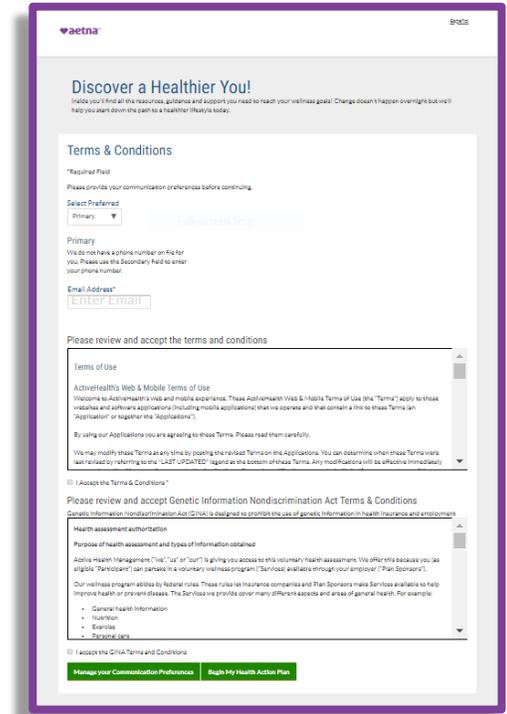
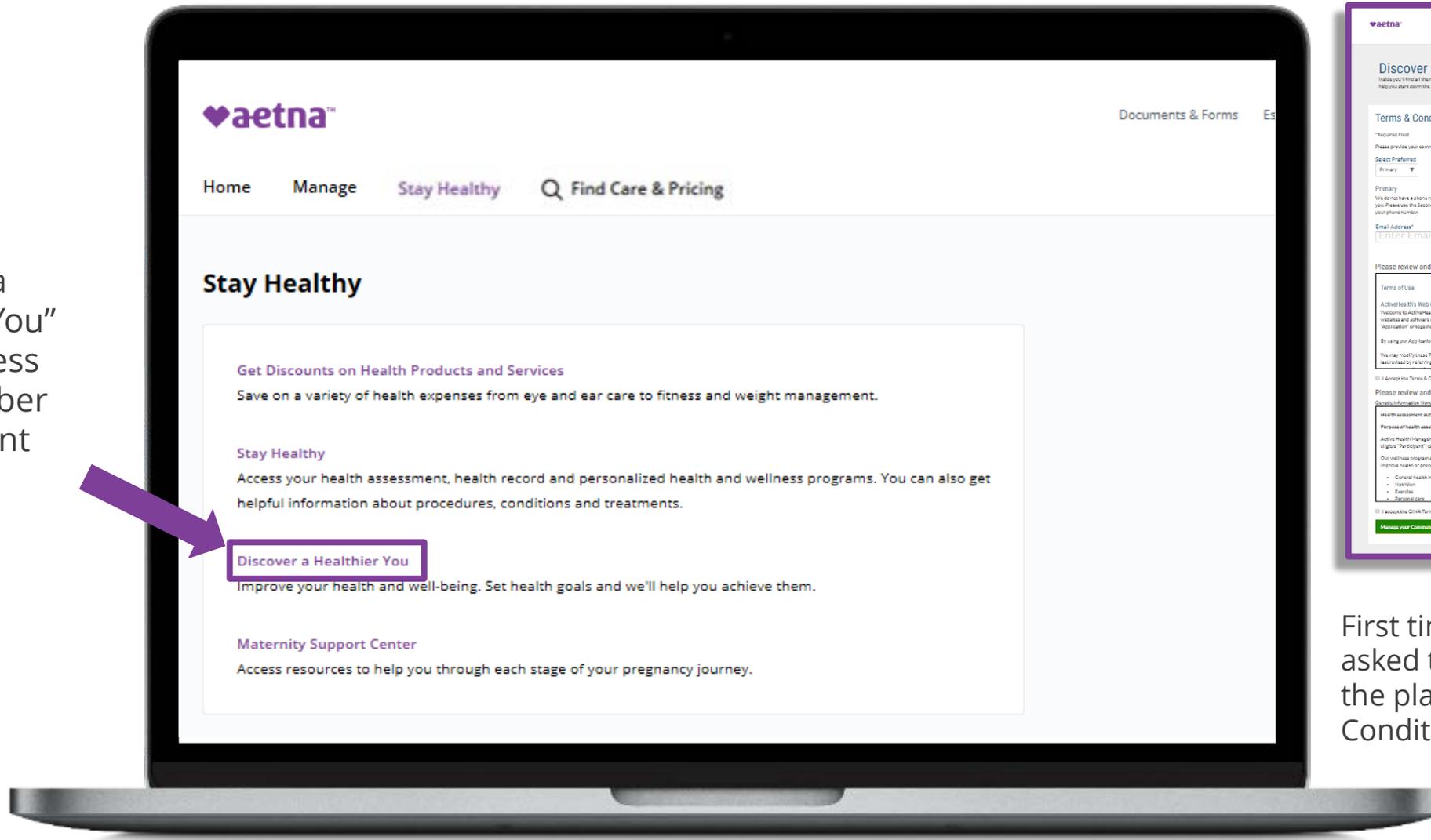
Aetna Member Website: Accessing Aetna Wellness Programs

Click the “Stay Healthy” link to access your wellness dashboard.



Aetna Member Website: Accessing the Member Engagement Platform

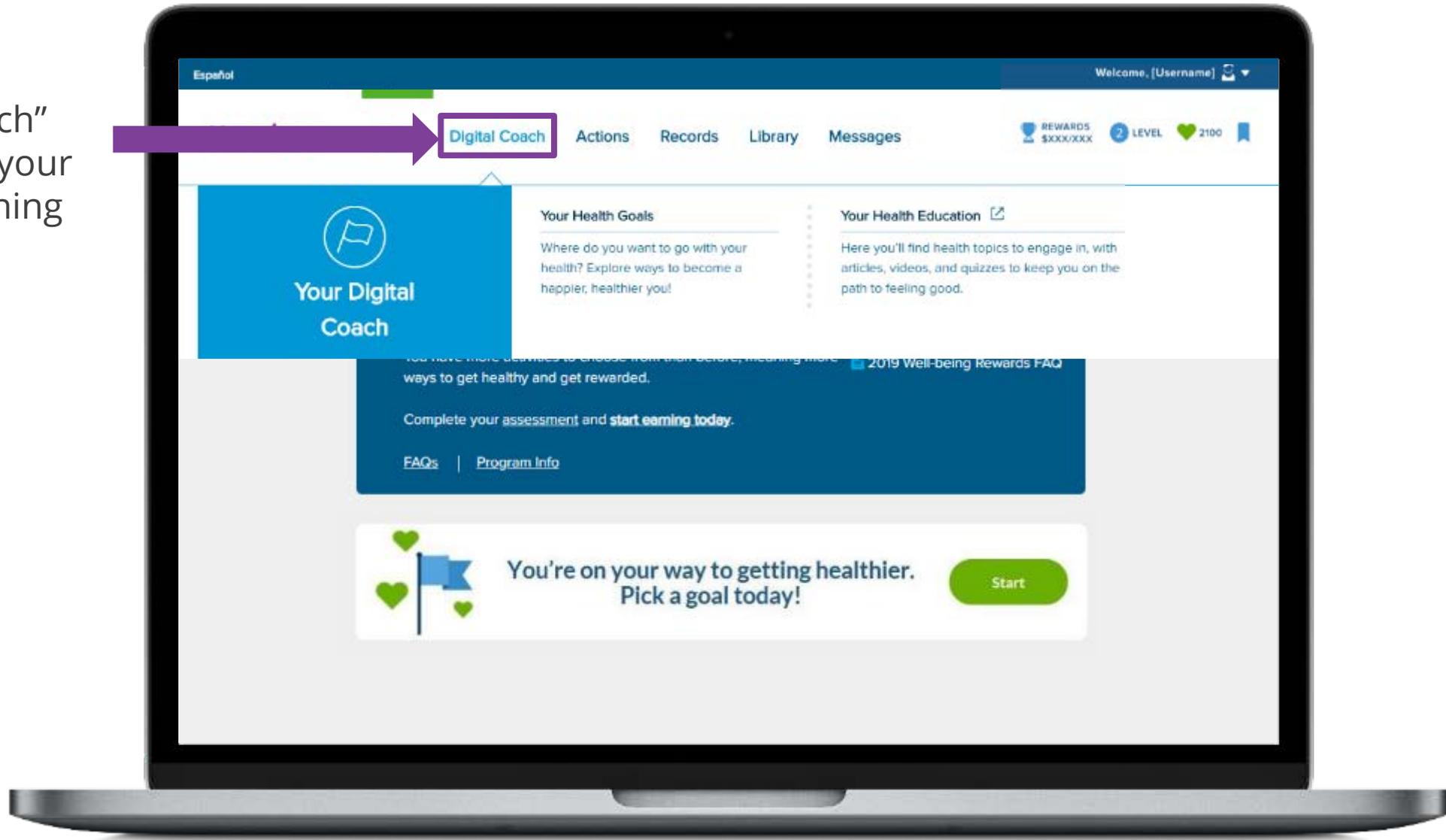
Click the
“Discover a Healthier You”
link to access
your Member
Engagement
Platform.



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

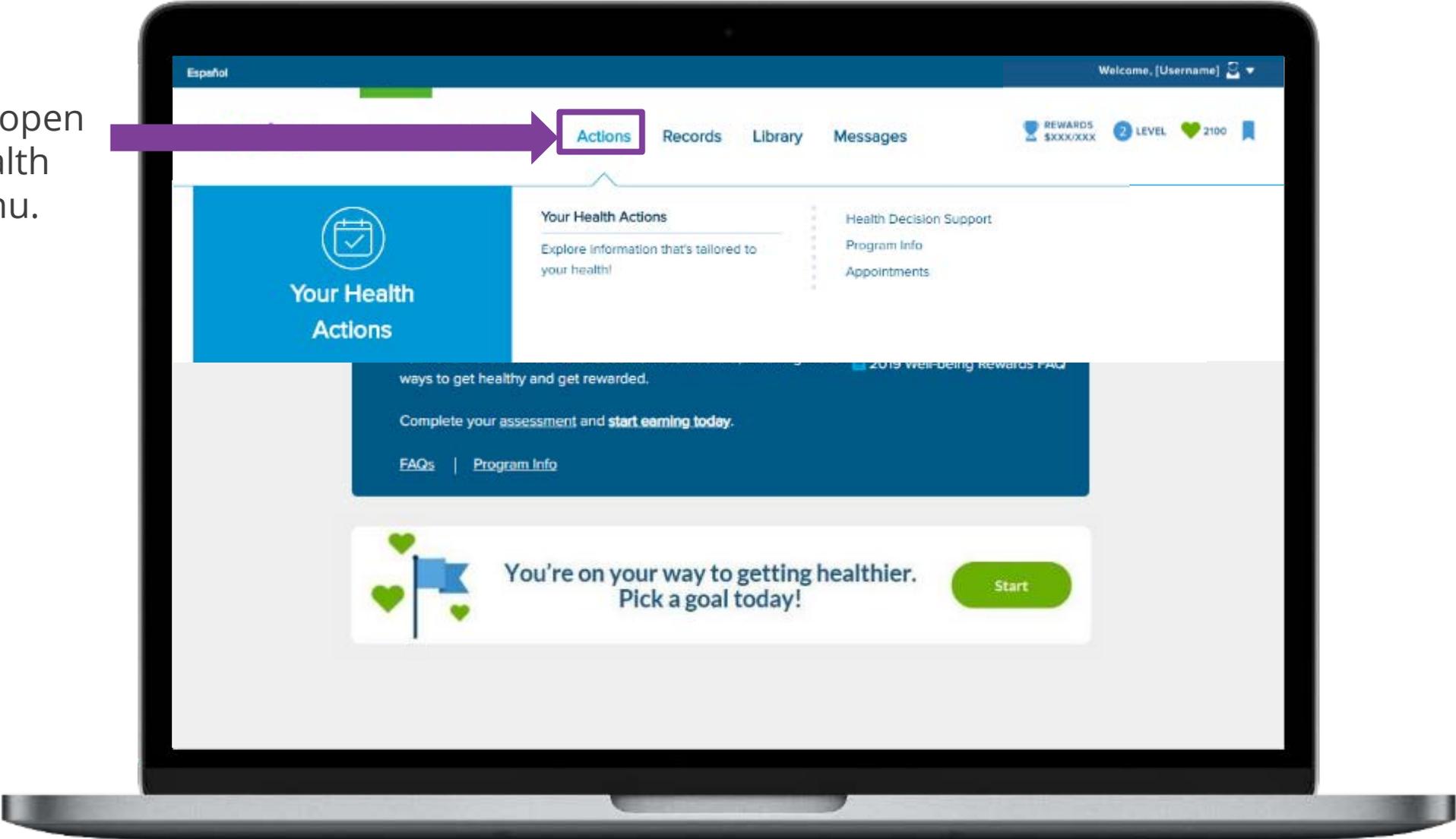
Member Engagement Platform: Engaging with your Digital Coach

Hover over
“Digital Coach”
to open up your
digital coaching
menu.



Member Engagement Platform: Accessing your Health Actions

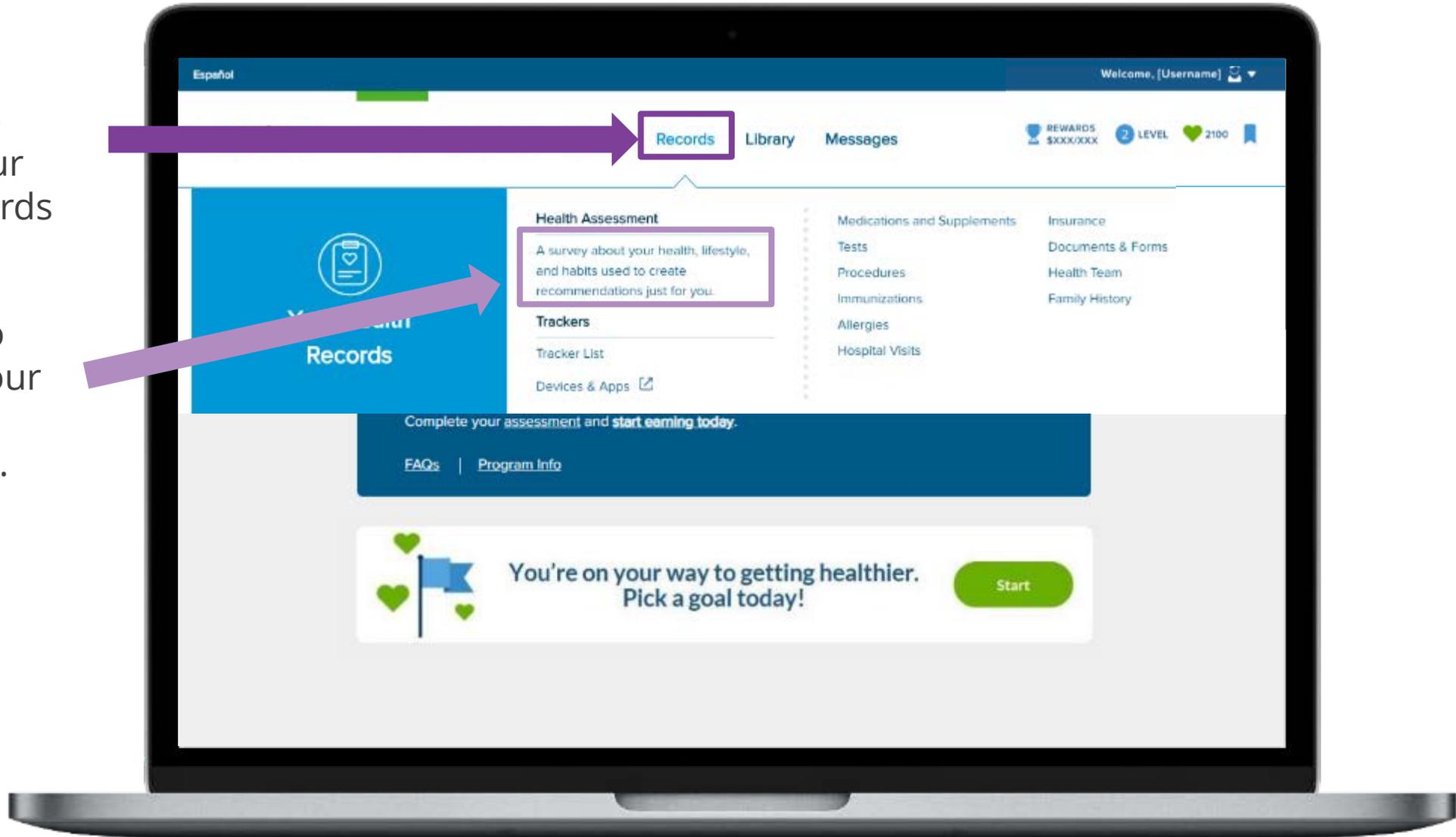
Hover over
"Actions" to open
up your Health
Actions menu.



Member Engagement Platform: Accessing Your Health Records and Health Assessment

Hover over
“Records” to
open up your
Health Records
menu.

Click here to
complete your
Health
Assessment.



Member Engagement Platform: Accessing your Rewards Center/Incentives

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

You'll find a dollar icon on the top right of your page, and you may see a Health Action box appear, too. There's also another link you scroll down the page.

The screenshot displays the Aetna Member Engagement Platform interface. The top navigation bar includes 'Home', 'Digital Coach', 'Actions', 'Records', 'Library', and 'Messages'. A 'REWARDS' button with a dollar sign icon is highlighted in the top right corner. A 'Health Action' box is highlighted in the middle section, featuring three cards: 'Join the disease management program', 'Give your metabolism a boost!', and 'Healthy eating weight'. A 'View My Rewards' link is highlighted in the bottom right section, located under the 'My Progress' section.

| Tracker Entries | | Click any tracker to view/edit. | | View My Trackers | |
|-----------------|------|---------------------------------|-------|----------------------------------|--------|
| Walking Steps | 1629 | Weight, BMI & Body Fat | 23.63 | Blood Pressure | 120/78 |
| HDL Cholesterol | -- | LDL Cholesterol | -- | Triglycerides | -- |

My Rewards

My Progress

You are 100% on your way towards your rewards goal.

[View My Rewards](#)

Health Team

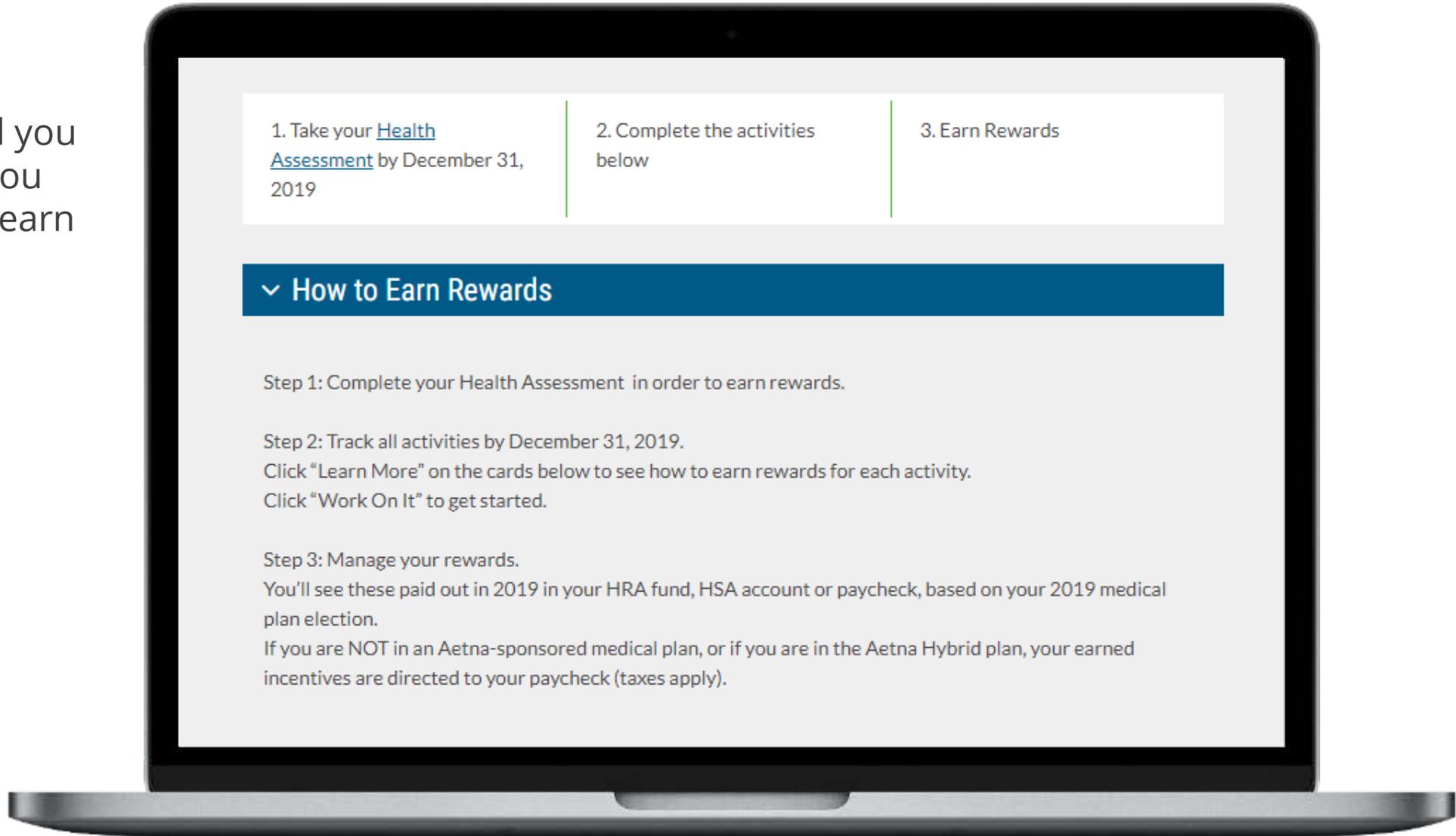
[Chat Now](#)

- Alexandra A. Hermesman, BS, CWC
- Pam Lindstrom, HCA-MBA, BSN, RN, CCM

[Manage Health Team](#)

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.



Member Engagement Platform: Accessing your Rewards Center/Incentives

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

The screenshot shows three incentive cards on a laptop screen. Each card has a title, a status, and a call to action. The first card is for a health assessment, the second for a financial assessment, and the third for financial well-being. Each card is accompanied by a relevant image: a stethoscope and heart for the health assessment, a stethoscope and money for the financial assessment, and a piggy bank for financial well-being.

| Incentive Title | Status | Call to Action | Image Description |
|-----------------------------|-------------------------|---|--|
| Take the Health Assessment | Not Completed | Work On It > Learn More | Stethoscope and red heart on a blue background |
| Take a Financial Assessment | \$ 50 Not Completed | Work On It > Learn More | Stethoscope on a stack of US dollar bills |
| Financial Well-being | \$ 100 Not Completed | > Work On It | Pink piggy bank in front of a man in a suit |

Locating 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).**

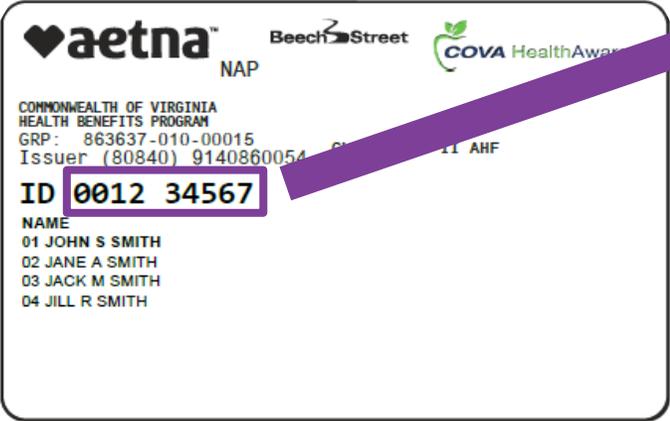
**Terms and Conditions: <http://bit.ly/2nIjFYG>. Privacy Policy: <https://www.aetna.com/legal-notices/privacy.html>.*

Look for this icon in the app stores >>>



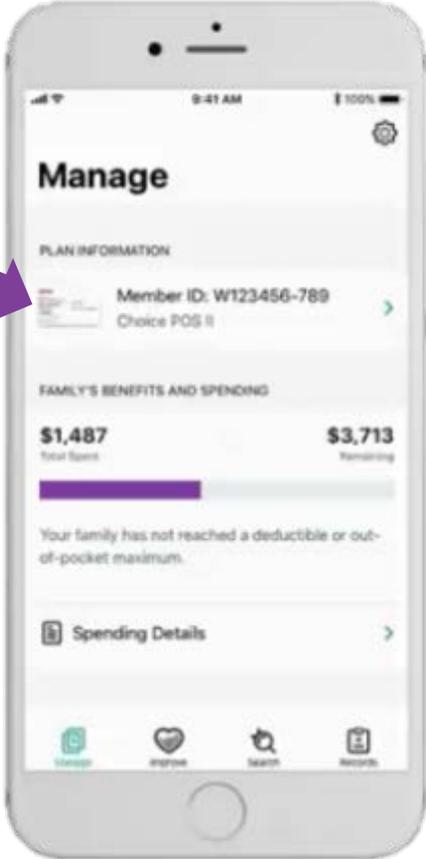
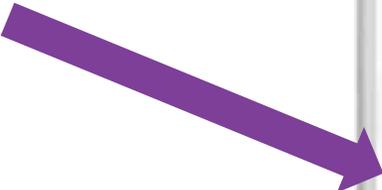
Aetna Health App: Logging in

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



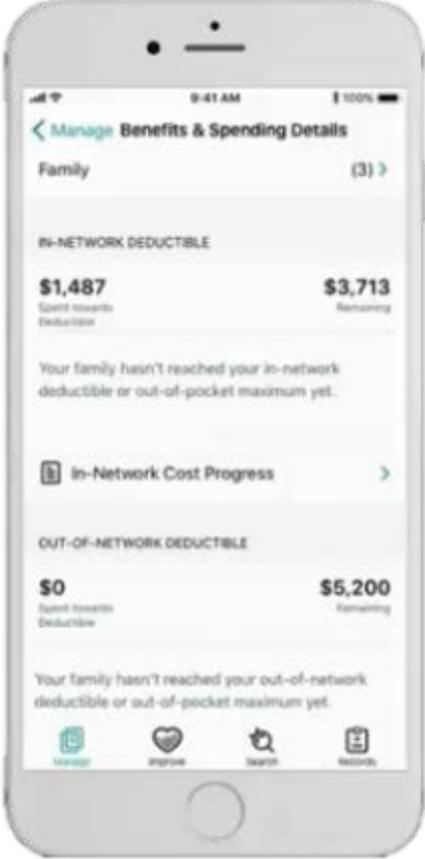
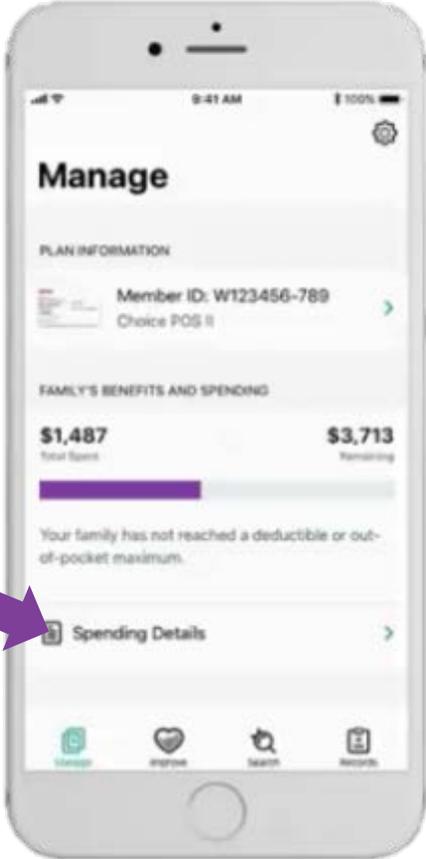
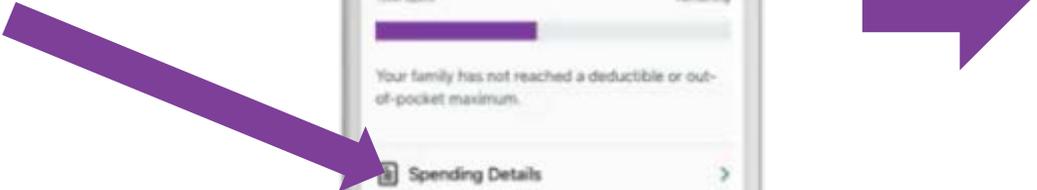
Aetna Health App – Manage tab: Viewing your ID card

Click the ID card section to view your ID Card



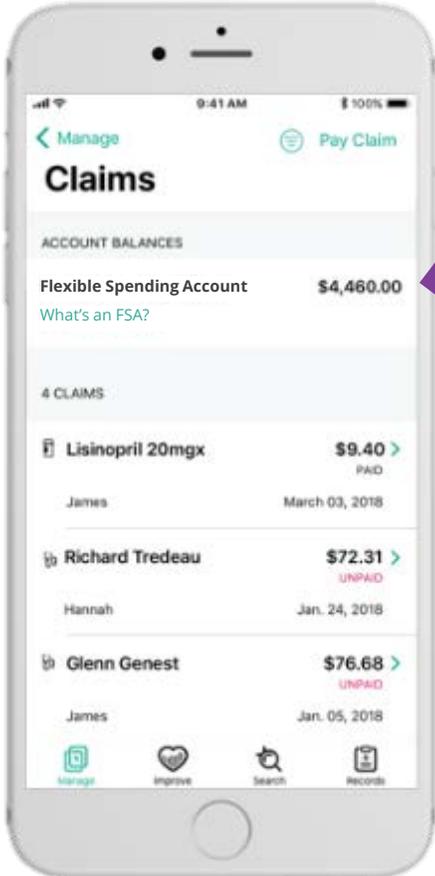
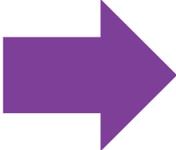
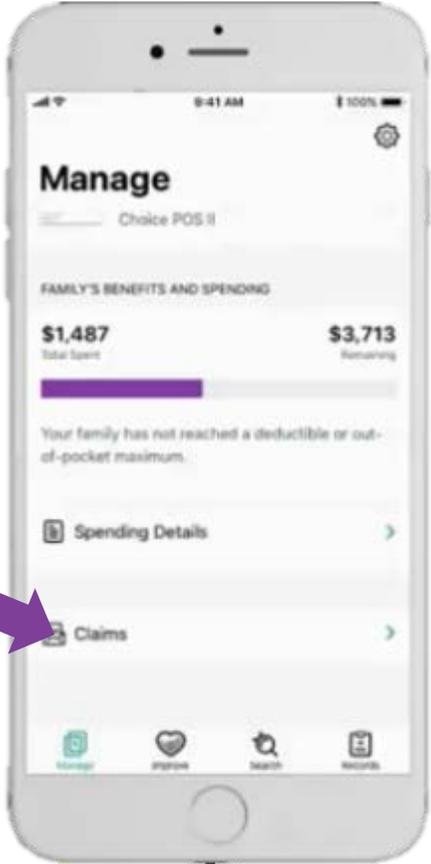
Aetna Health App – Manage tab: Viewing your benefits and spending details

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



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

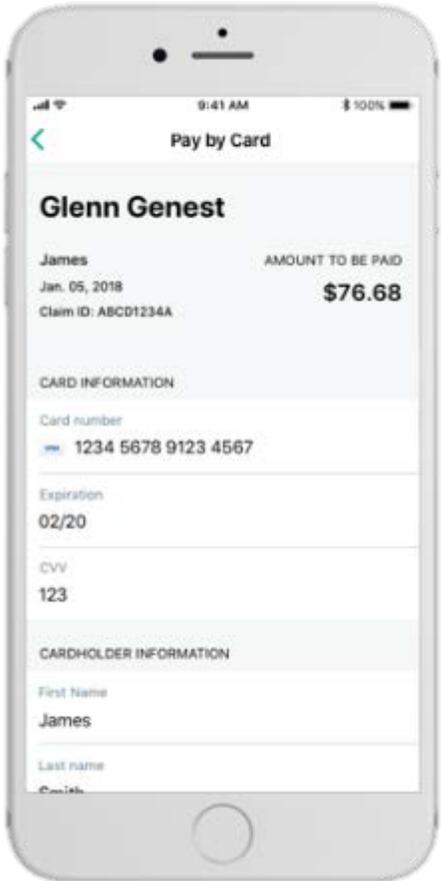
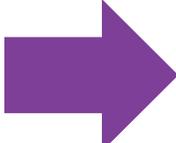
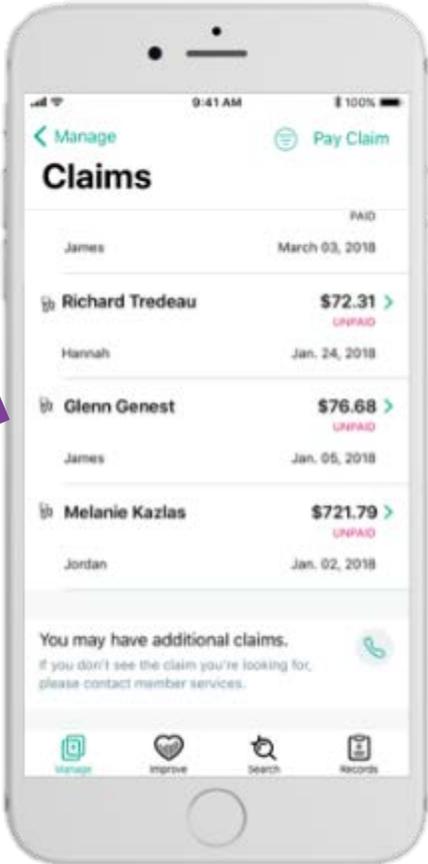
Click “Claims” to view your/your family’s history of claims and claims details.



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

Aetna Health App – Manage tab Paying a claim

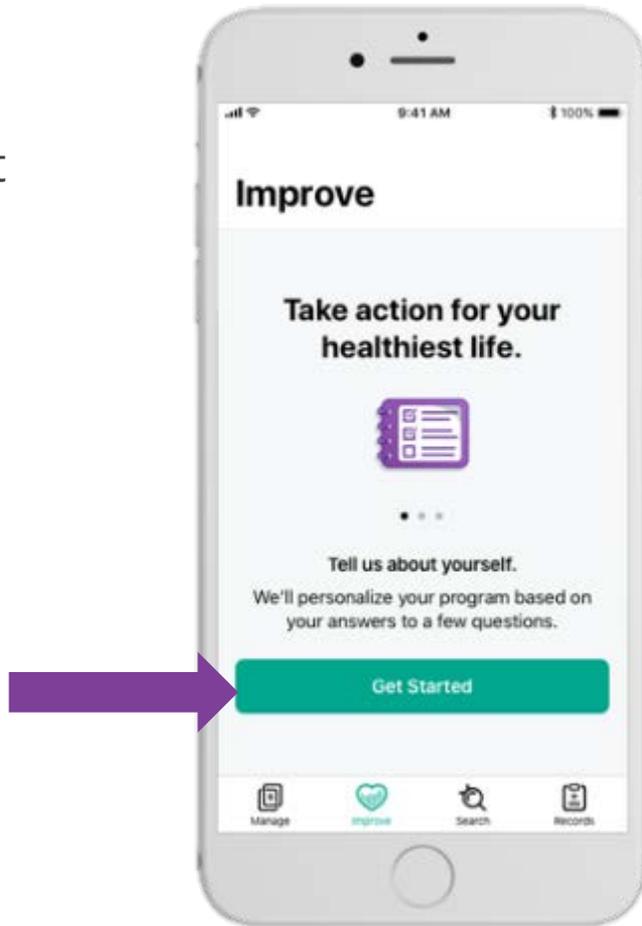
Clicking on an unpaid claim gives you the option to pay directly from the Aetna Health App.



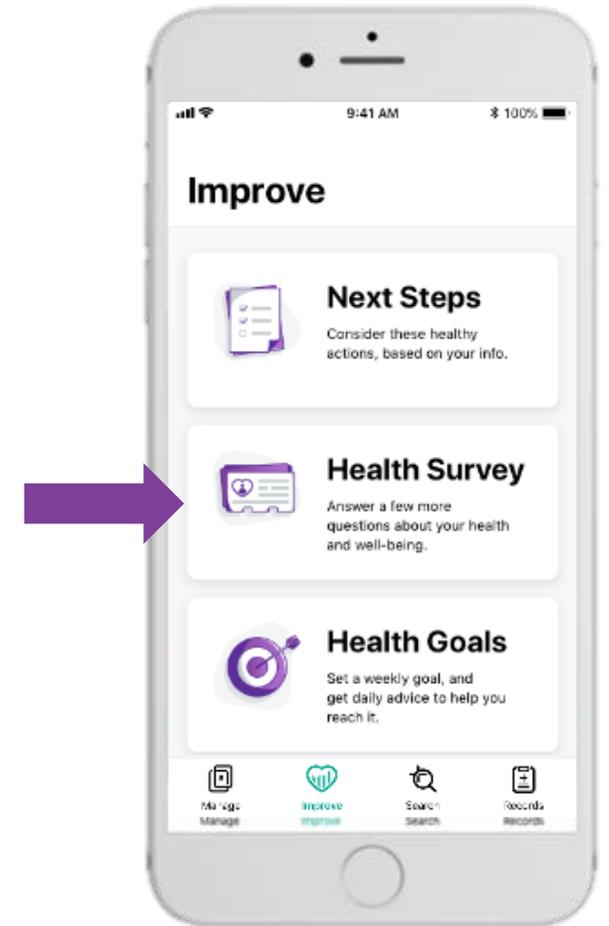
Aetna Health App – Improve tab: Completing your Health Assessment

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.

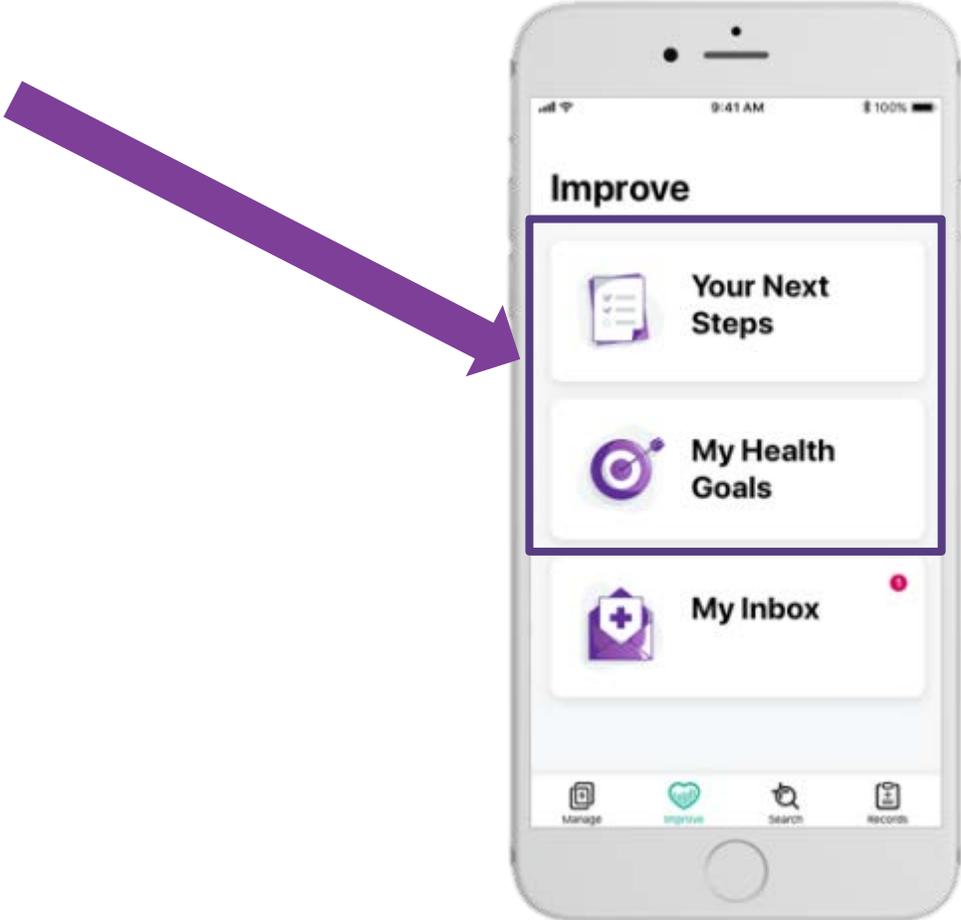


When accessing this tab after the first time, click on “Health Survey” to start, resume, or complete your Health Assessment.



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.

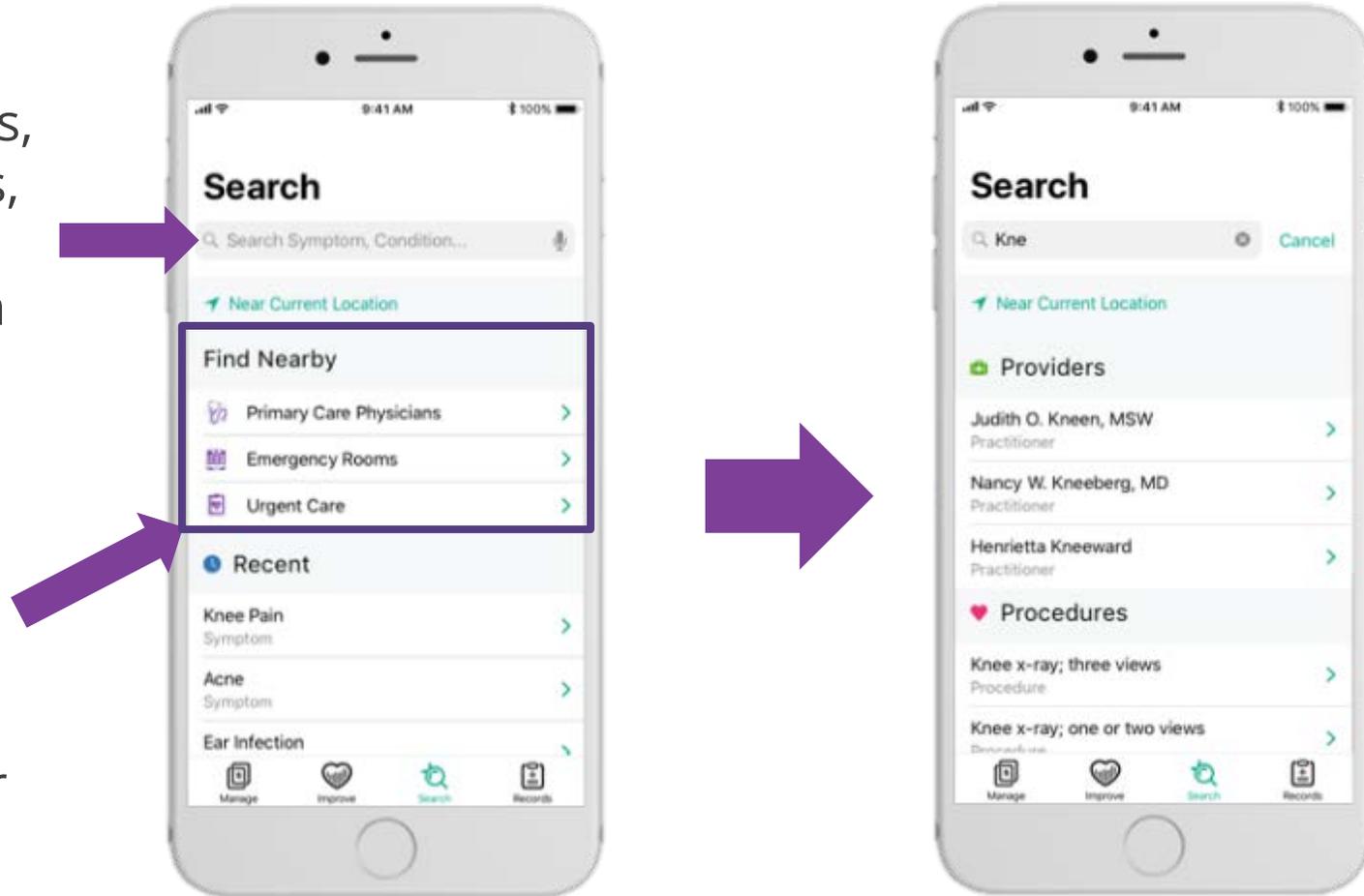


Aetna Health App – Search tab

Searching for providers, procedures, facilities, etc.

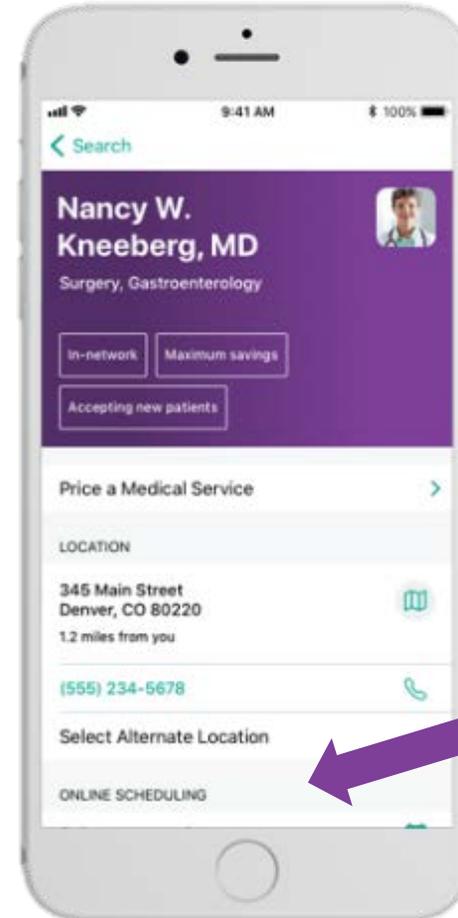
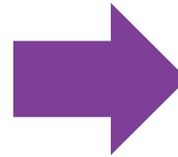
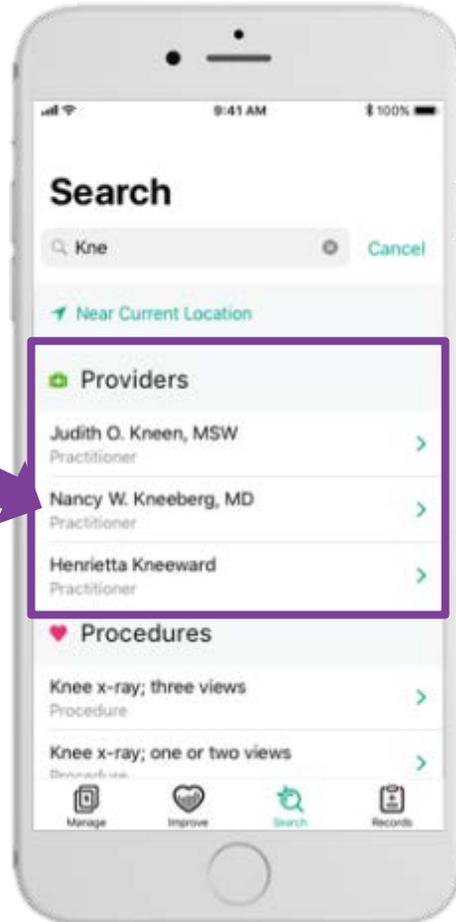
Search for providers, facilities, symptoms, and much more by typing in the search bar.

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.

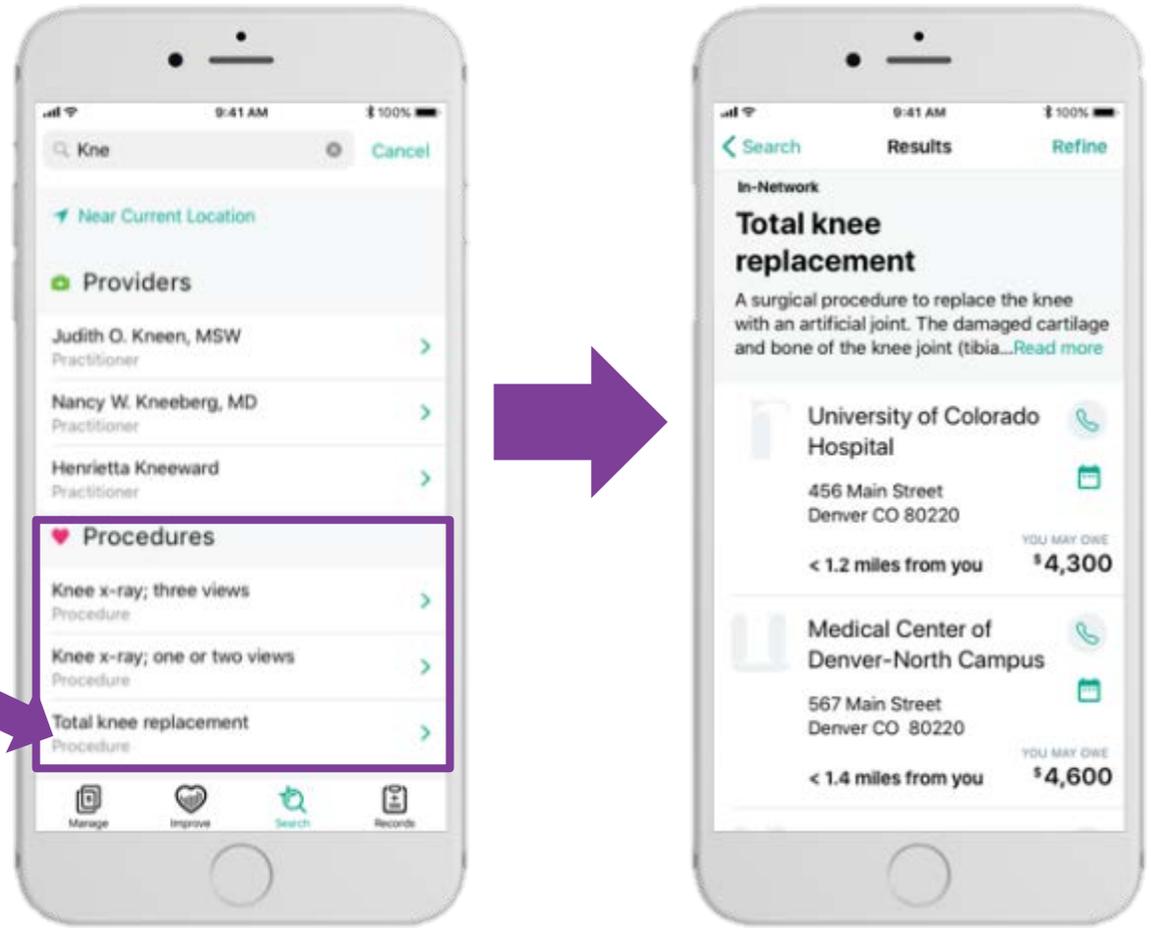


Some providers allow you to schedule an appointment directly from the Aetna Health App.

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.



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.

