

Aetna Health Digital Reference Guide



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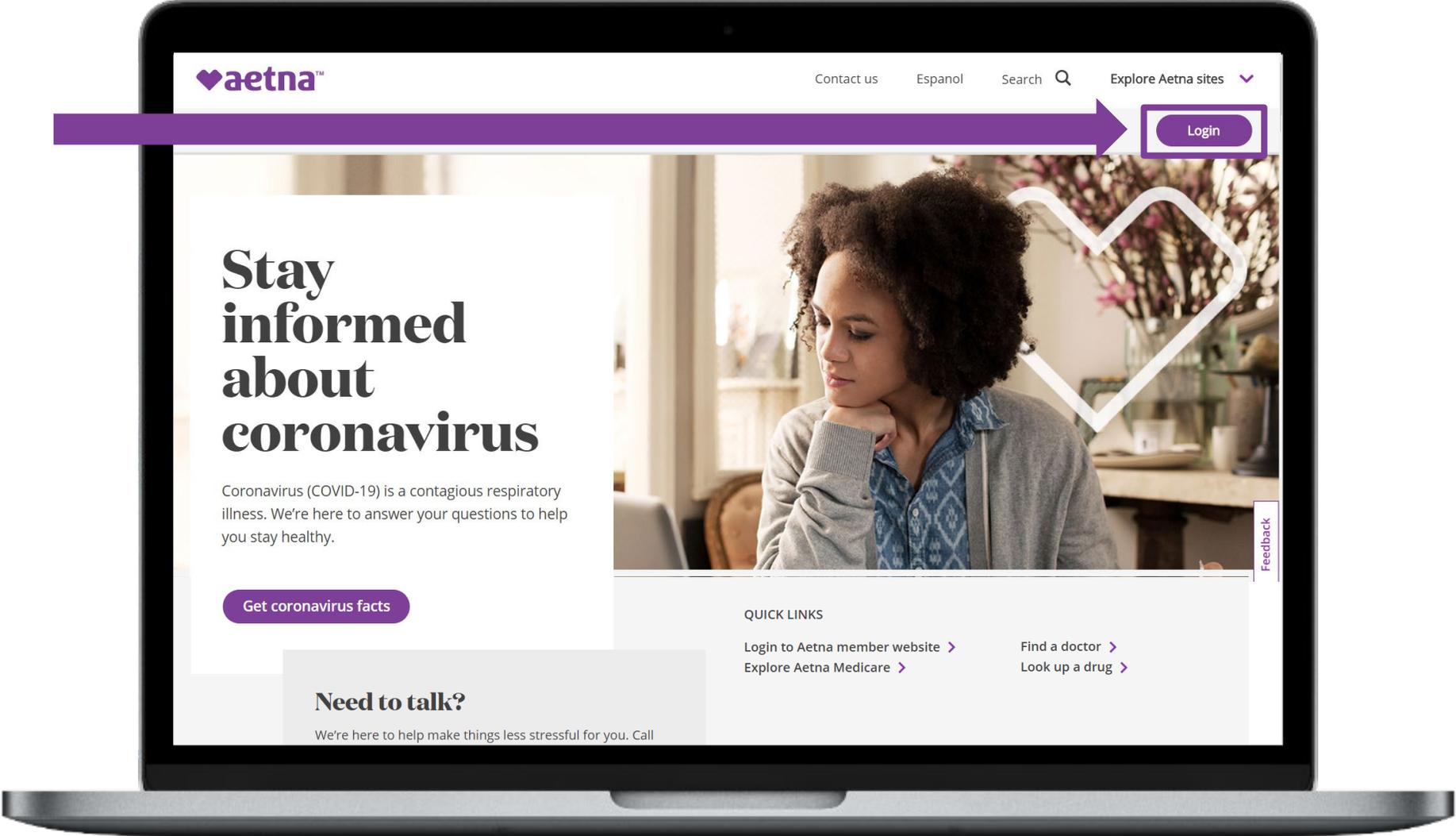
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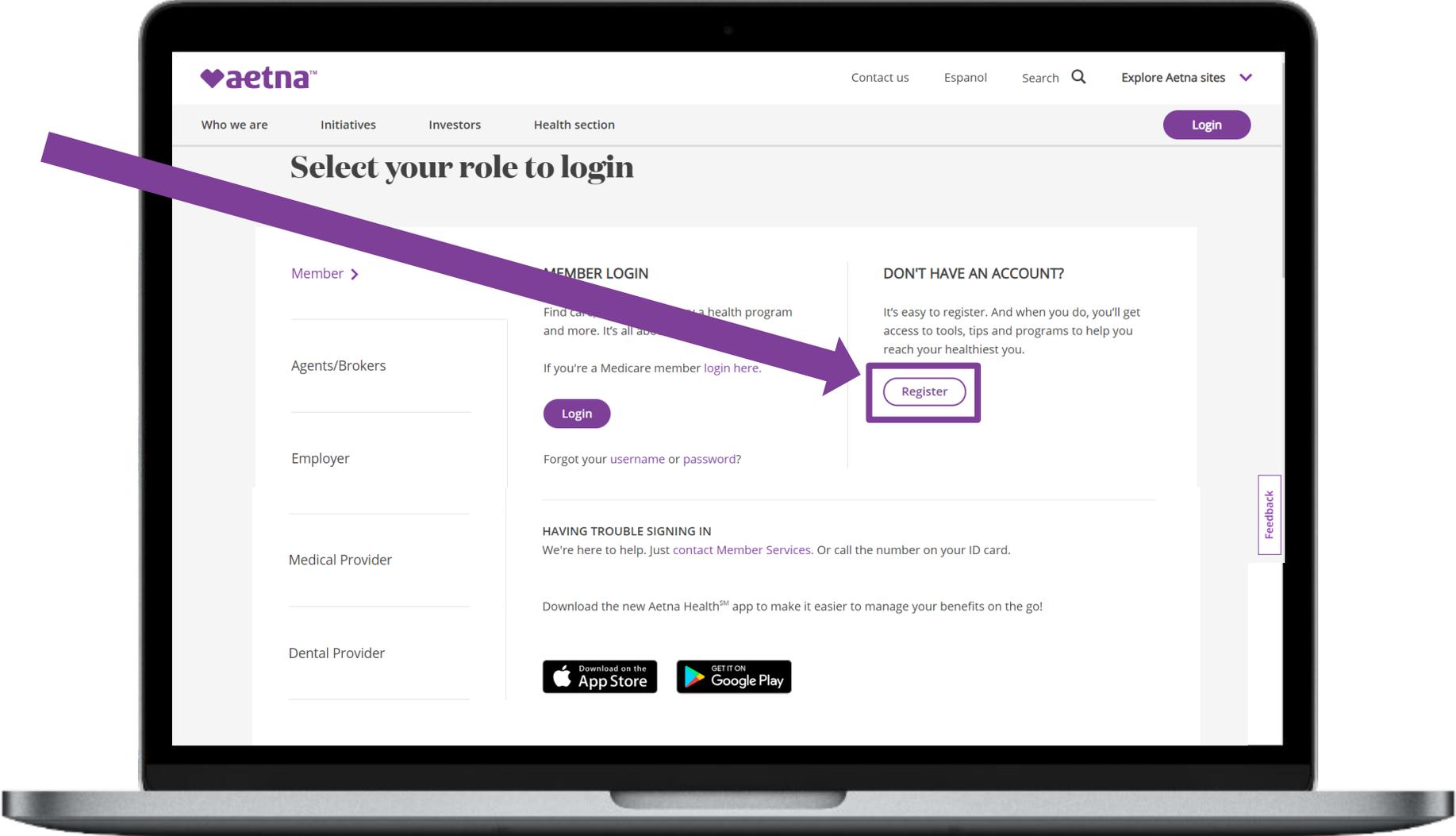
Aetna Member Website: Logging in

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



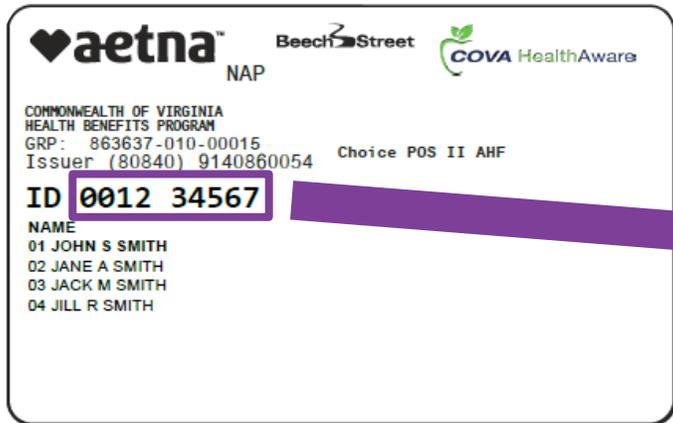
Aetna Member Website: Registering a new account

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

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 »](#)

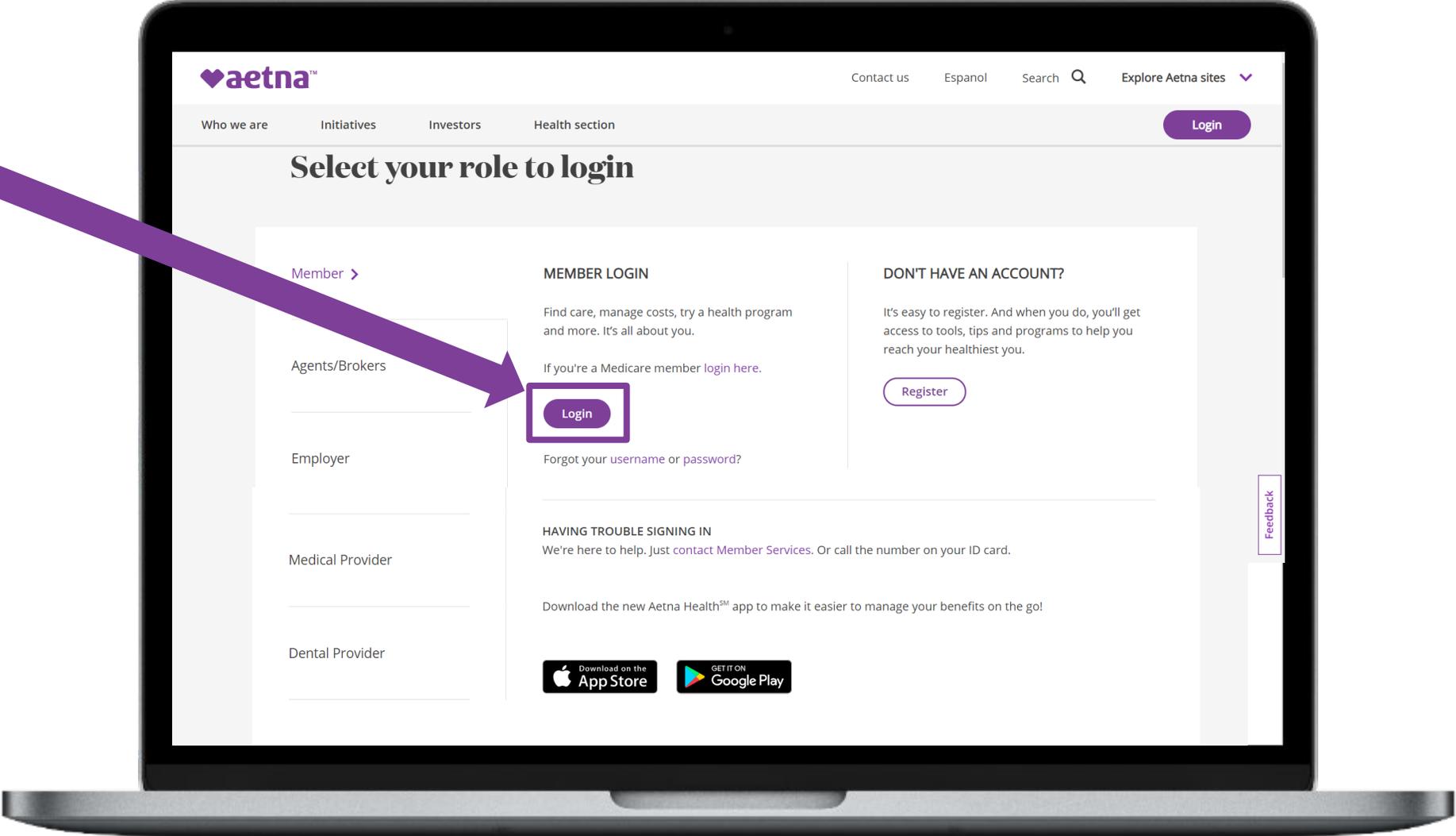
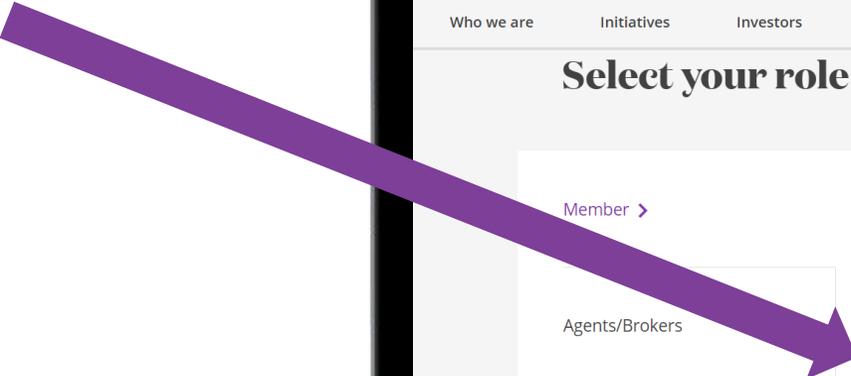
Full first name*
[Text Input Field]

Full last name*
[Text Input Field]

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

Aetna Member Website: Registered users

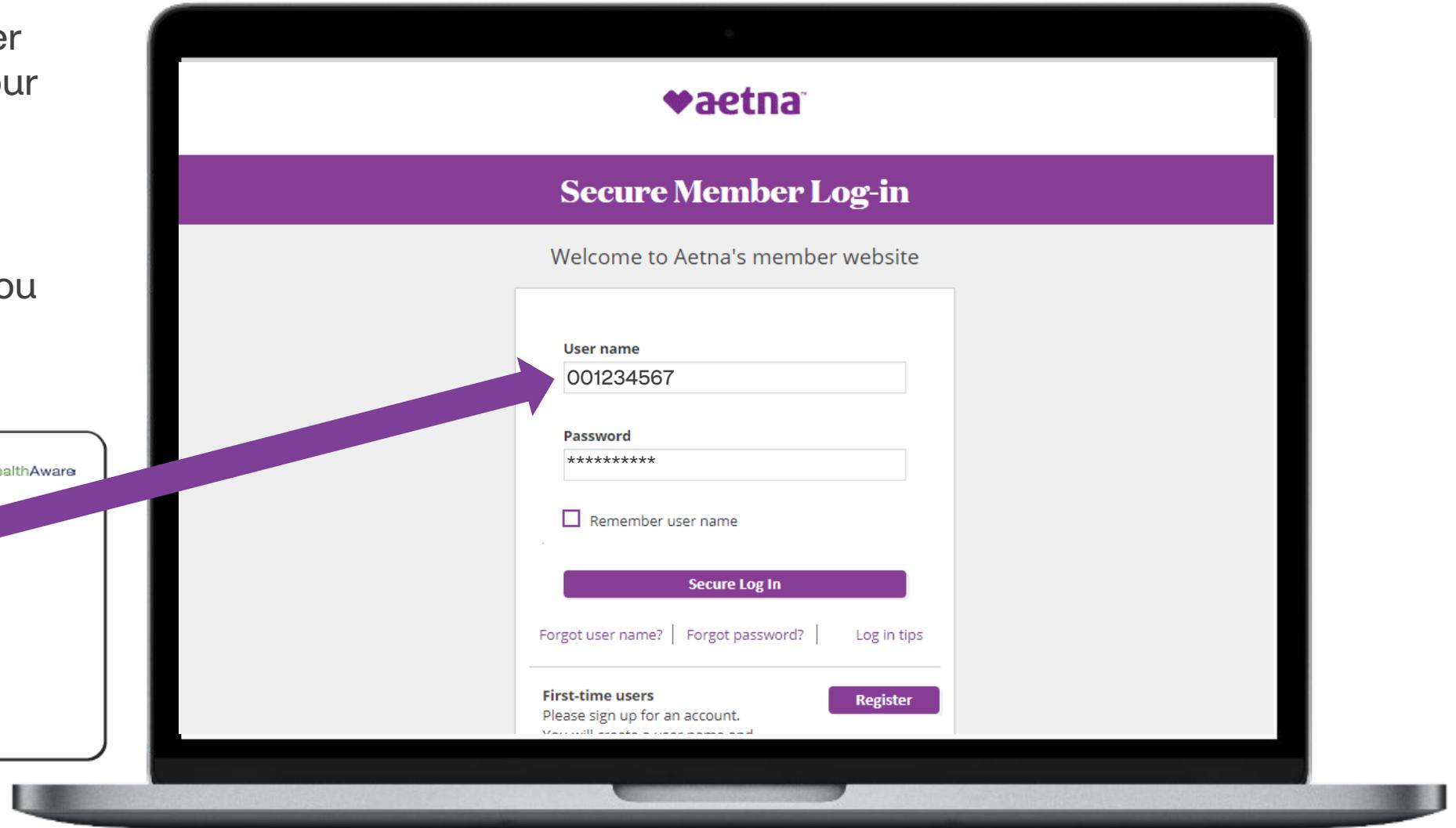
Click **Login**.



Aetna Member Website: Registered users

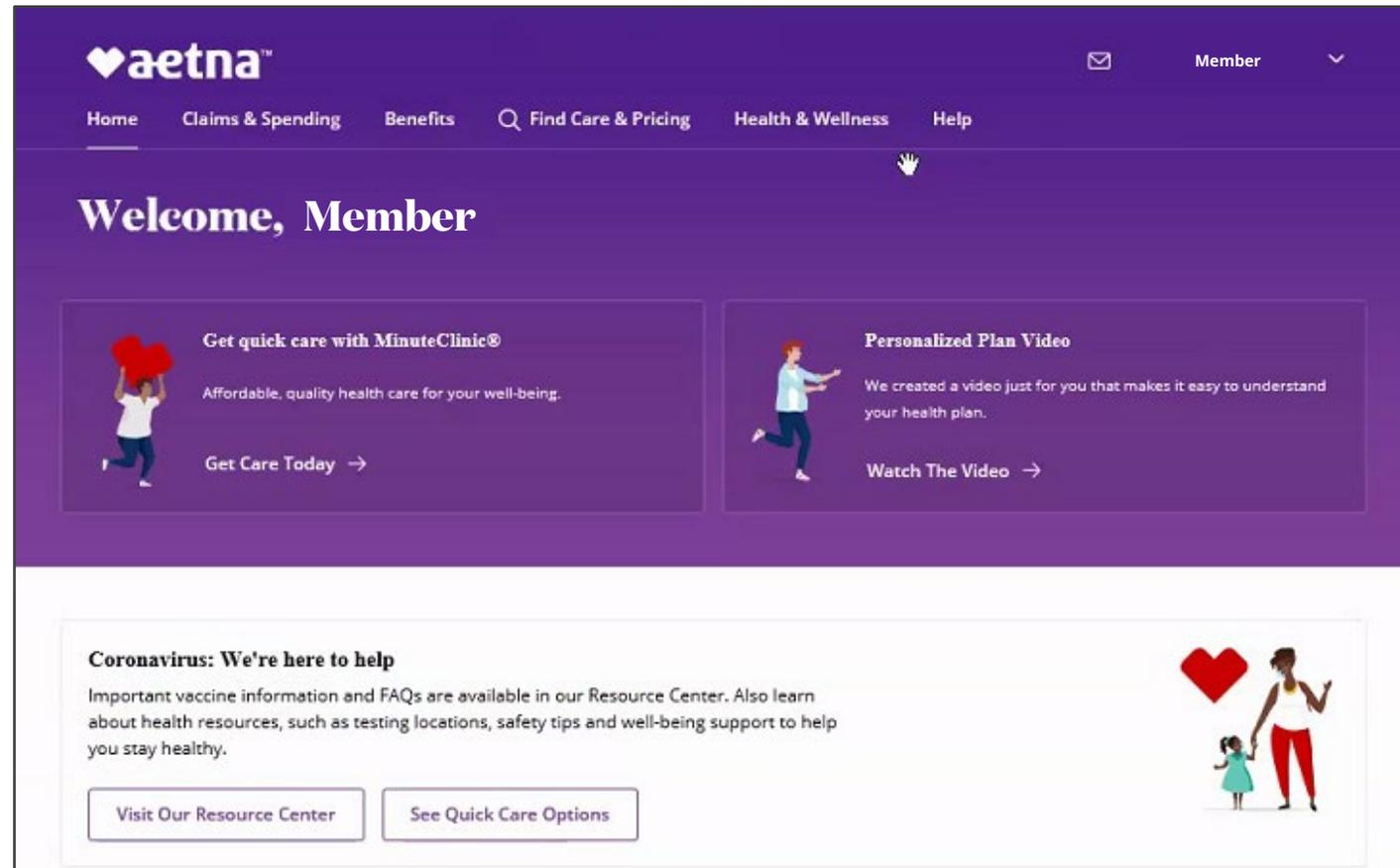
Login using your Member ID number located on your COVA HealthAware ID Card.

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)



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 v

Flexible Spending Account (FSA) ⓘ 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 →

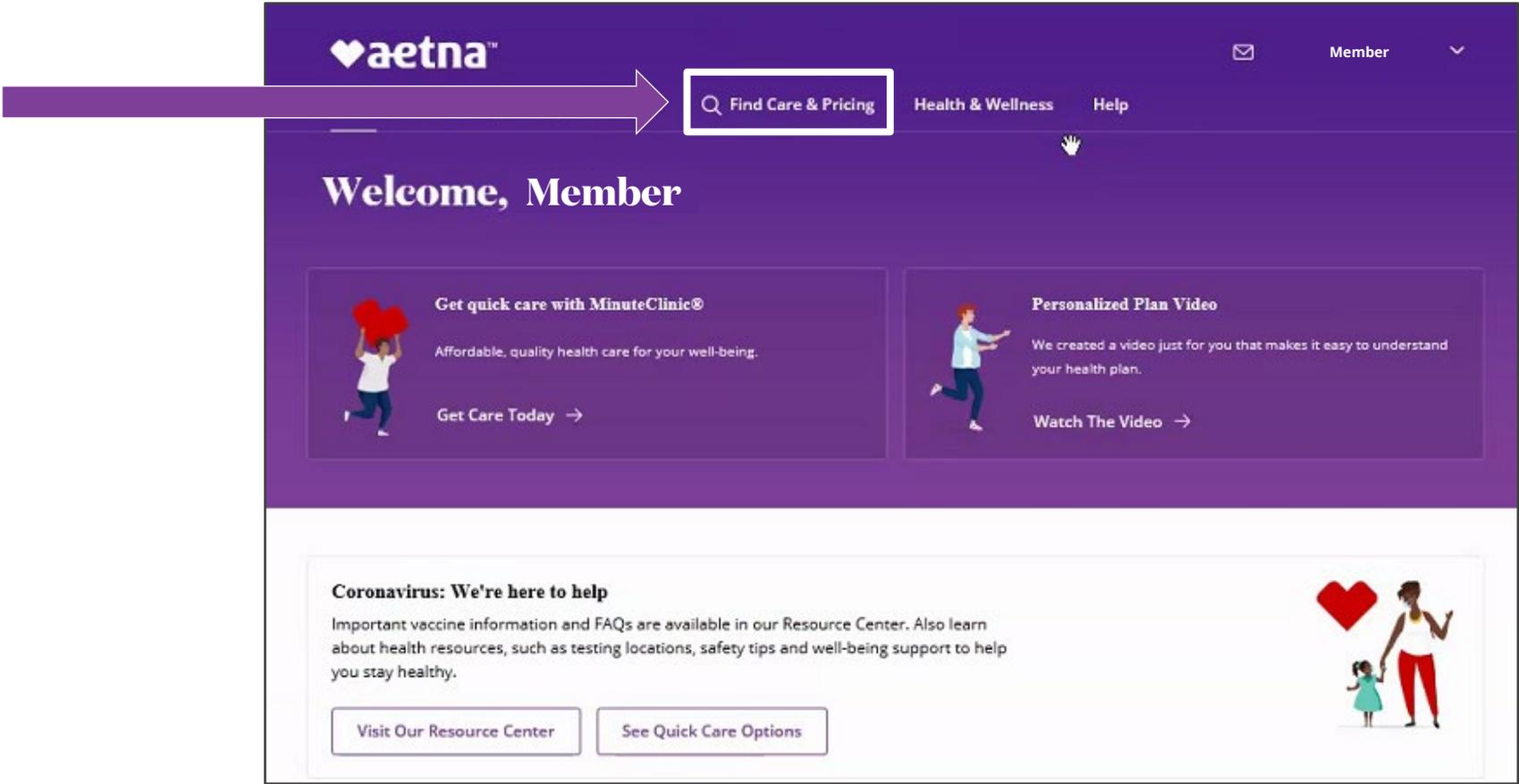
Flexible Spending Account (FSA) ⓘ
Manage in PayFlex ⓘ

Available Balance
\$307.00

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

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

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 border. 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®', 'Affordable, quality health care for your well-being.', and a 'Get Care Today →' button; 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.' and a 'Watch The Video →' button. At the bottom, there is a white box with the heading 'Coronavirus: We're here to help' and a paragraph of text: 'Important vaccine information and FAQs are available in our Resource Center. Also learn about health resources, such as testing locations, safety tips and well-being support to help you stay healthy.' Below this text are two buttons: 'Visit Our Resource Center' and 'See Quick Care Options'. To the right of the text is an illustration of a woman and a child holding hands, with a large red heart above them.

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

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

Search for terms like cardiology, urgent care or even a provider's name. Denver, CO X [Cambiar al español](#)

Providers (5) Procedures (0) Medications (0)

- Blood Banking and Transfusion Medicine
Providers with this specialty →
- Joy Barrett, MD
Practitioner →
- Feinstein, Barrett and Gruber Dermatology
Facility →
- Barrett G. Wilson, MS
Practitioner →
- Rex E. Moulton-Barrett, MD
Practitioner →

Medical
Christopher, Jack [View coverage](#)

Dental
All family members [View coverage](#)

Vision
Robert [View coverage](#)

Find a nearby urgent care Find a nearby ER Assign a primary care physician

Spending summary
Spending to date Medical - In network

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. Below the navigation bar, there is a search bar and a link to 'Cambiar a español'. The main content area displays information for an 'Infectious Disease' location at 1250 East Marshall Street, Richmond, VA 23298, 8.97 miles from the user. The location is marked as 'ACCEPTING NEW PATIENTS' and 'IN NETWORK'. A purple box highlights the 'Estimate Costs for a Service' button, with a purple arrow pointing from the text on the left to it.

The screenshot shows the 'Estimate Costs for a Service' form. The form includes fields for 'Who needs care?' (Member Name), 'At which location?' (1250 East Marshall Street, Richmond, VA 23298), and 'For what service?' (Established Patient Office Visit (Infectious Disease)). Below the form, there is a 'Cost Breakdown' section with the following information:

Category	Amount
Member rate	\$144
Your plan pays	\$144
Your estimated cost	\$0

Below the cost breakdown, there is a section titled 'Your costs may include:' with the following information:

Category	Amount
Deductible	\$144
Coinsurance	\$0
Copay	\$0

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 \$98.25 +

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

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

Applied to your deductible: \$132.15
Applied to your coinsurance: \$10.00
Copay: \$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: W263550304 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 “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 'Manage Claims' and features a search filter section with dropdowns for 'Member' (set to '(You)'), 'Claim Type' (set to 'Medical'), and 'Dates' (set to 'Last 180 days'). An 'Apply' button is present. Below the filter is a table of claims history:

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

Additional features include a 'Submit a claim' button, 'Download claim(s)', and 'Print claim(s)' options. On the right side, there are sections for 'Disability', 'View your HealthFund', 'Aetna Vision Preferred Claims', and 'Medical Balance' for 'Krystal', showing an in-network deductible of \$5,000.00 of \$5,000.00.

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

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 Michelle - Jan 10, 2020
- Kevin Powers** Balance \$0.00
For Michelle - Jan 30, 2019
- Cephalexin Sus 25...** Your Total Cost \$0.00
For Michelle - Jan 30, 2019
- Kevin Powers** Balance \$0.00
For Michelle - Jan 14, 2019
- Proair Hfa Aer** Your Total Cost \$0.00
For Michelle - 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 together the "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 ("AeH" "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 is offered by Anthem FSA. These rules let insurance companies and Plan Sponsors make Services available to help improve health or prevent disease. The Services are provided to help improve your health and prevent disease. For example:

- General health information
- Nutrition
- Exercise
- Personal care

I Accept the GINA Terms and Conditions

[Manage your Communication Preferences](#) [Accept 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.

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'. On the right side of the navigation bar, there are 'Messages' and 'Español' options. Below the navigation bar, the main content area is divided into two columns: 'Your Health' and 'Your Personal Health Record'. Under 'Your Health', there are four cards: 'Health Assessment' (highlighted with a purple border), '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'. Below this, a section titled 'Your Do Rights Reward Program' features a trophy icon and the text 'Complete activities to earn rewards!' with 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), each with a 'Learn More' button.

Member Engagement Platform: Accessing your Health Assessment

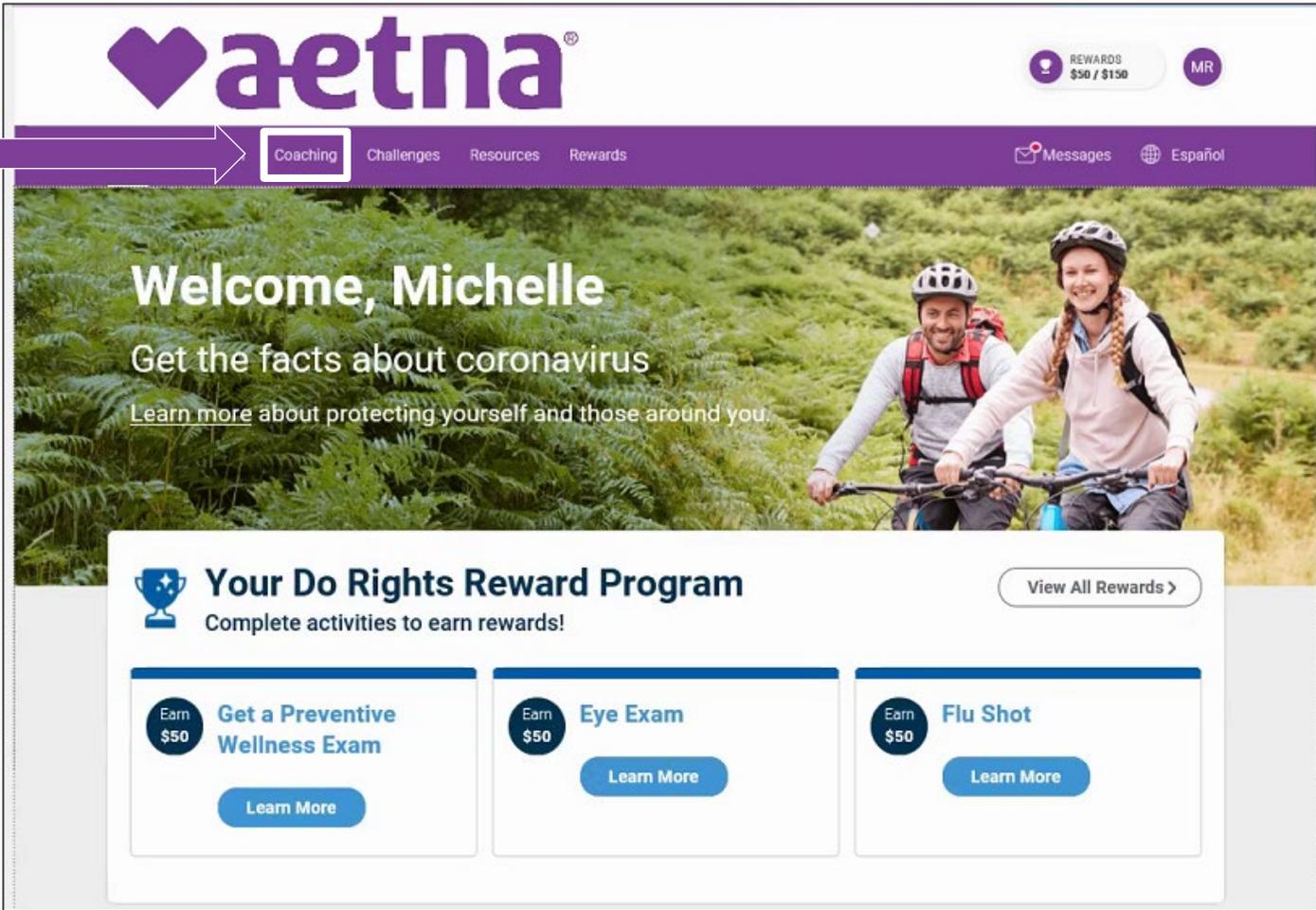
Hover over “My Health” to open your health information menu.

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 purple arrow), 'Coaching', 'Challenges', 'Resources', and 'Rewards'. On the right side of the navigation bar are 'Messages' and 'Español' links. Below the navigation bar, the main content area is divided into two columns: '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), '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'. Below this section is a 'Your Do Rights Reward Program' banner with a 'View All Rewards >' button. At the bottom, there 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: Engaging with Digital Coaching

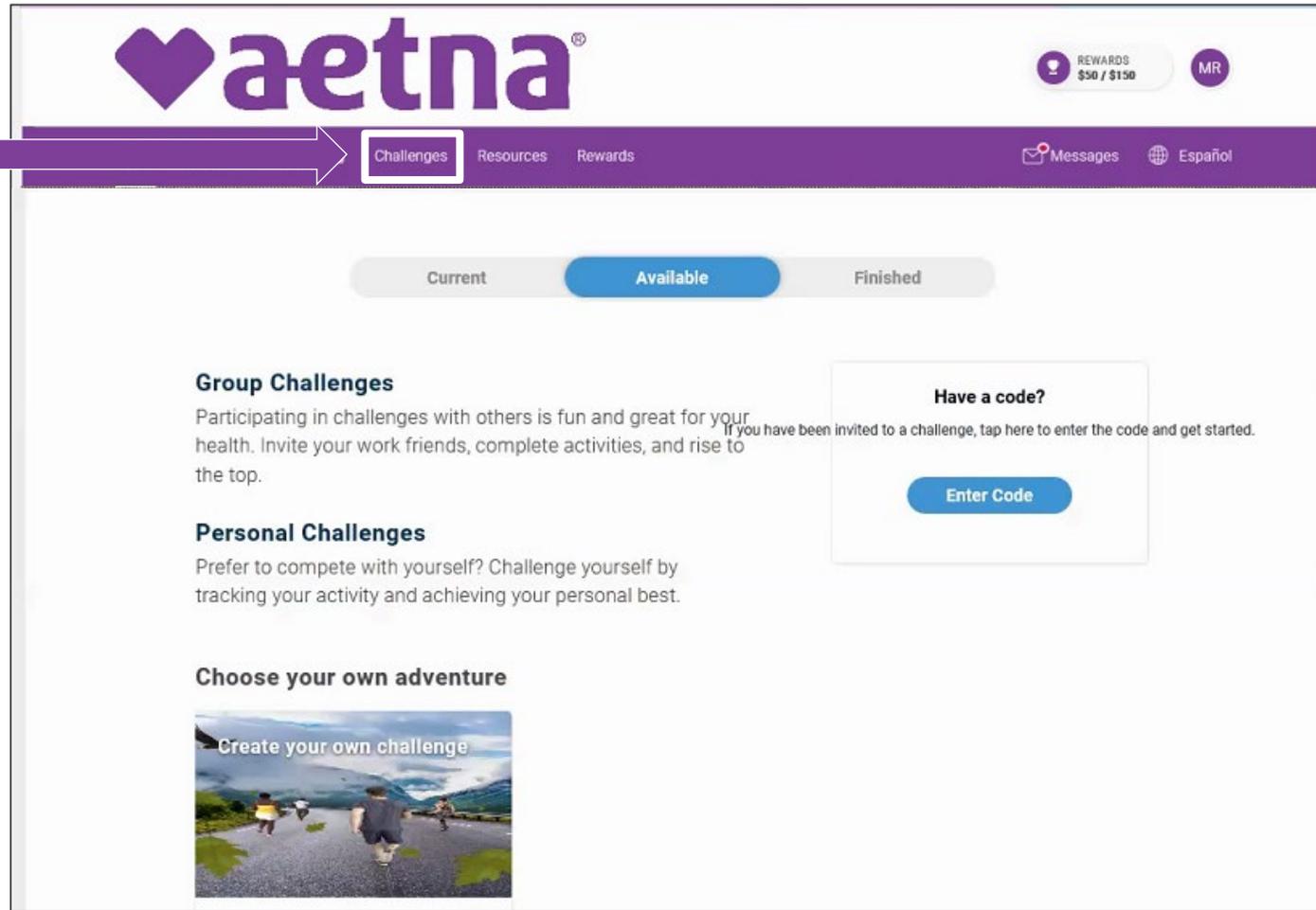
Click on “Coaching” to
open your digital
coaching menu.



The screenshot displays the Aetna member engagement platform interface. At the top left is the Aetna logo. In the top right corner, there is a 'REWARDS' section showing '\$50 / \$150' and an 'MR' icon. Below the logo is a purple navigation bar with the following items: 'Coaching' (highlighted with a white box and a purple arrow pointing to it from the left), '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 cycling through a forest. Overlaid on this image is the text: '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 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: Engaging in Wellness Challenges

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



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, Challenges, and Messages. A purple box highlights the 'REWARDS \$50 / \$150 MR' button in the top right corner. Below the navigation bar, a large banner features a photo of a man and a woman cycling through a forest. The banner text reads 'Welcome, [redacted]', 'Get the facts about coronavirus', and 'Learn more about protecting yourself and those around you.' Below the banner, a section titled 'Your Do Rights Reward Program' includes a trophy icon and the text 'Complete activities to earn rewards!'. A purple box highlights the 'View All Rewards >' button in this section. Below this, three activity cards are shown: '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 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' indicator 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 activities, each with a 'Learn More' button: 'Get a Preventive Wellness Exam' (Earn \$50), 'Eye Exam' (Earn \$50), 'Flu Shot' (Earn \$50), and 'Connect Your Device & Track Your Physical Activity' (Earn \$50).

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/2nJFYG>.

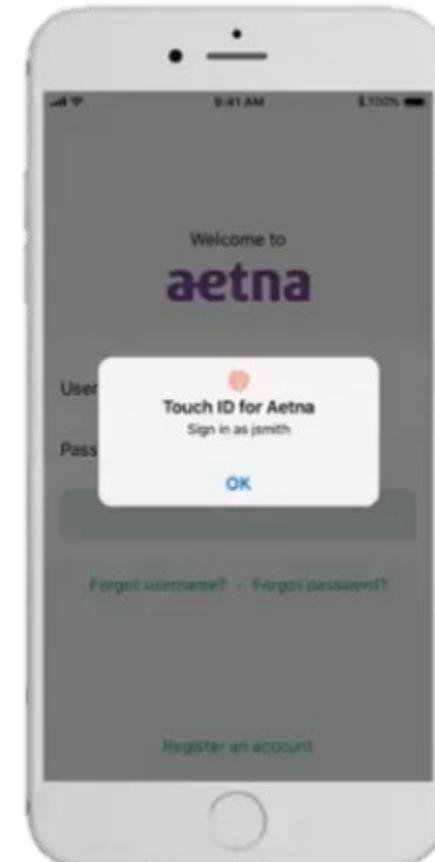
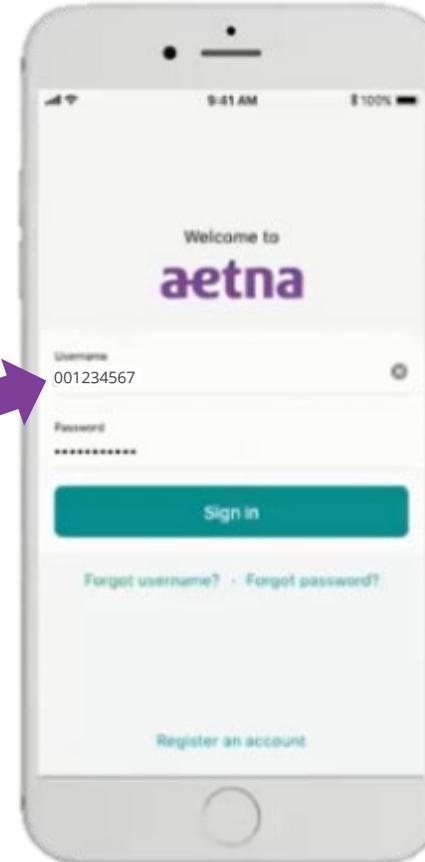
Privacy Policy: <https://www.aetna.com/legal-notices/privacy.html>.

Look for this icon in the app stores > > >



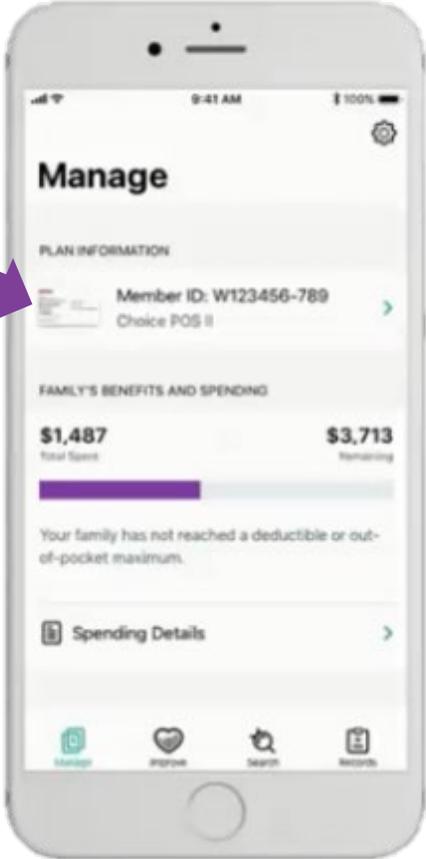
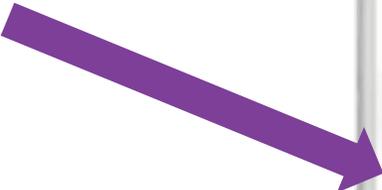
Aetna Health App: Logging in

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



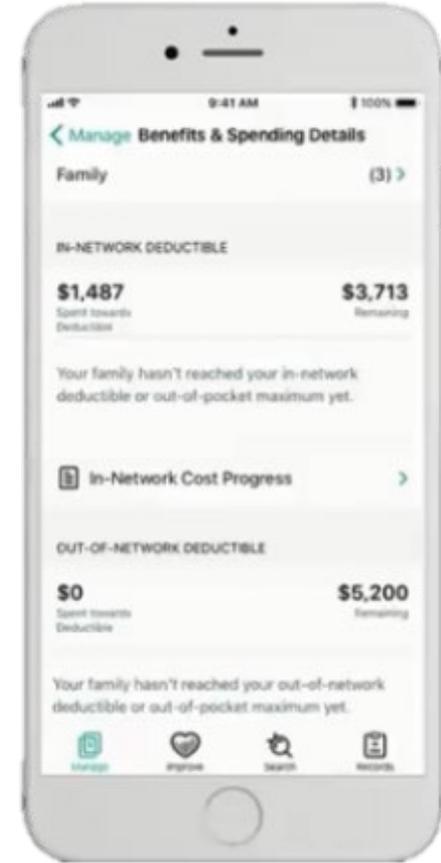
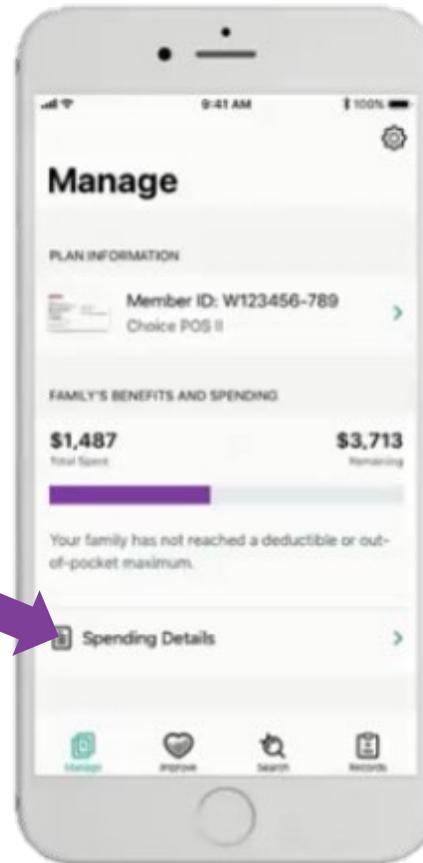
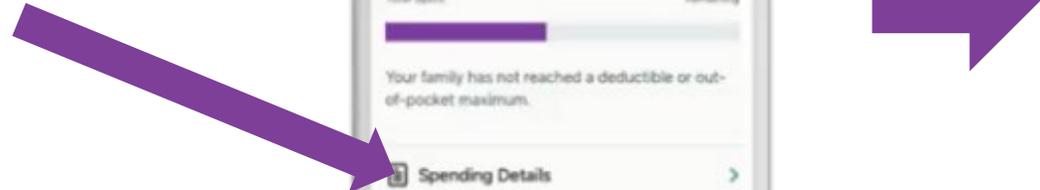
Aetna Health App – Manage tab: Viewing your ID card

Click the ID card section to view your ID Card



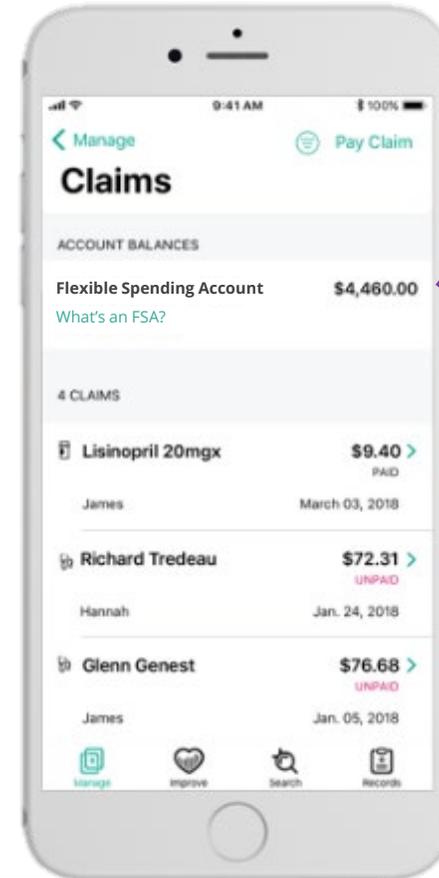
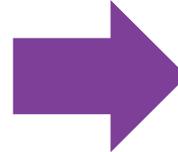
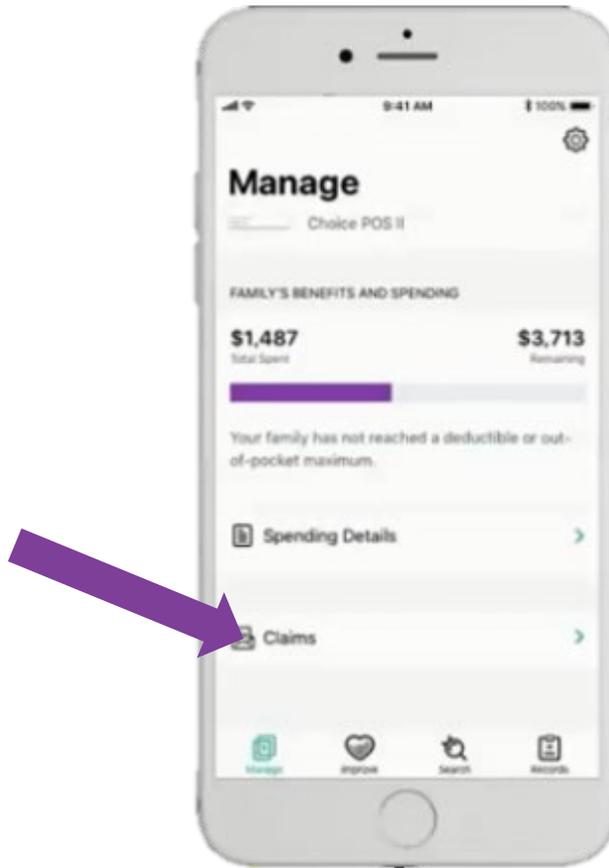
Aetna Health App – Manage tab: Viewing your benefits and spending details

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



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

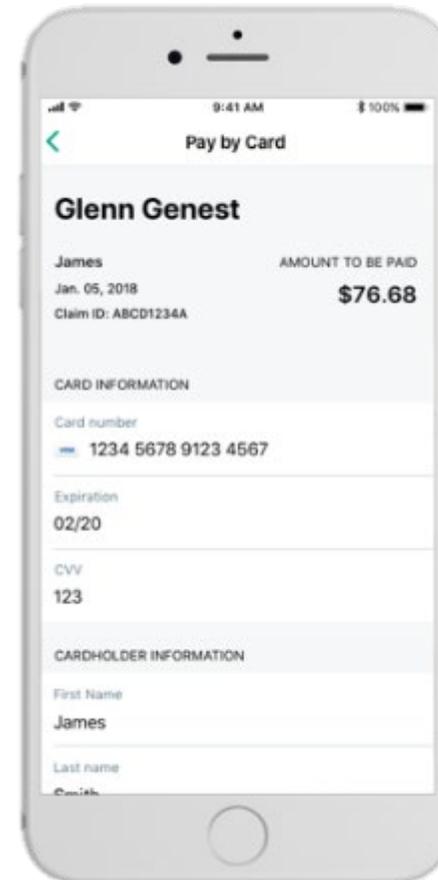
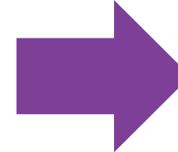
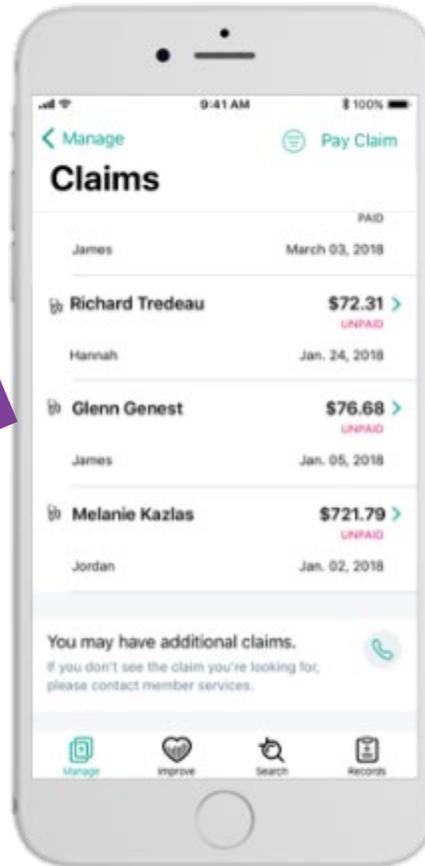
Click “Claims” to view your/your family’s history of claims and claims details.



If you have an FSA with Inspira Financial (formerly PayFlex), the remaining account balance will be shown here.

Aetna Health App – Manage tab Paying a claim

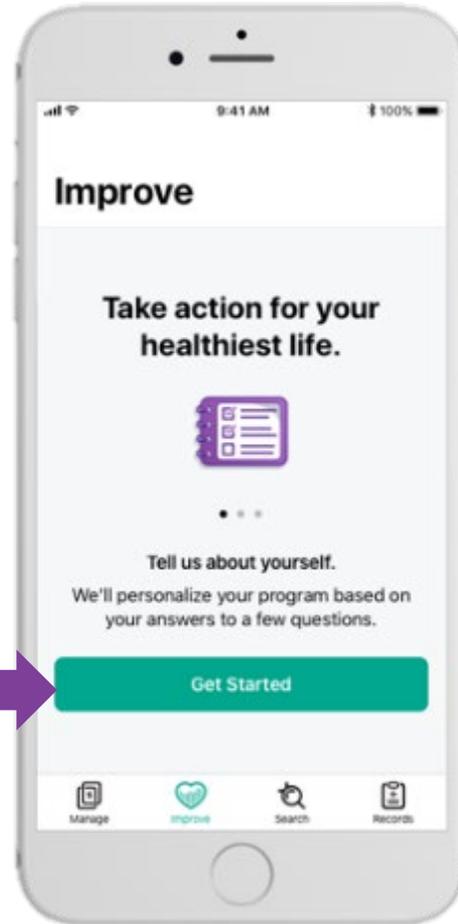
Clicking on an unpaid claim gives you the option to pay directly from the Aetna Health App.



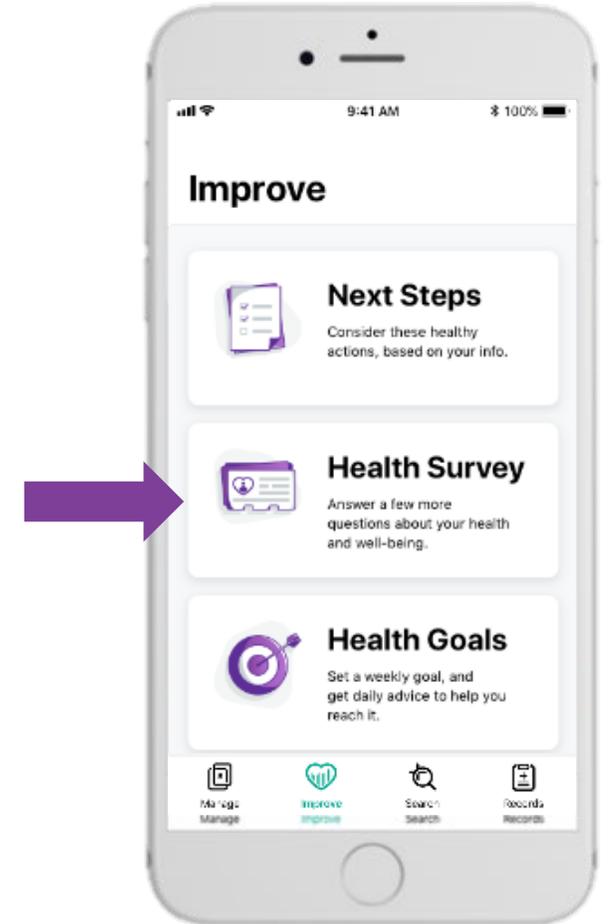
Aetna Health App – Improve tab: Completing your Health Assessment

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.

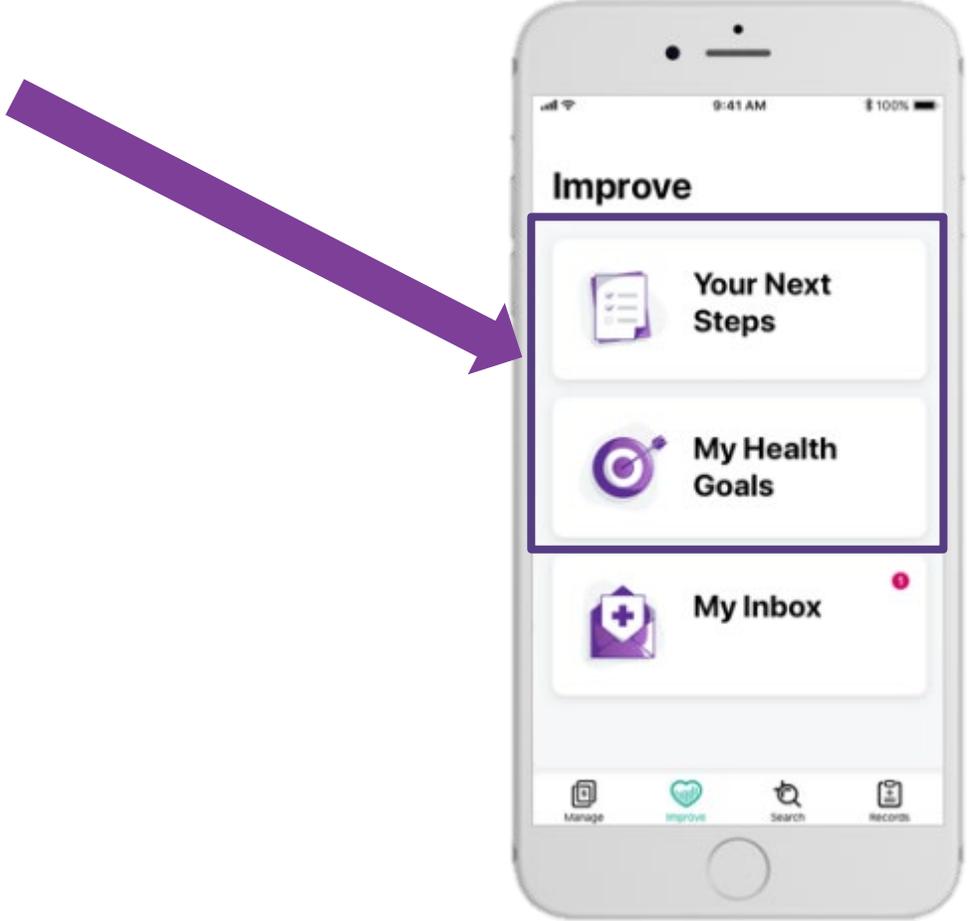


When accessing this tab after the first time, click on “Health Survey” to start, resume, or complete your Health Assessment.



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.

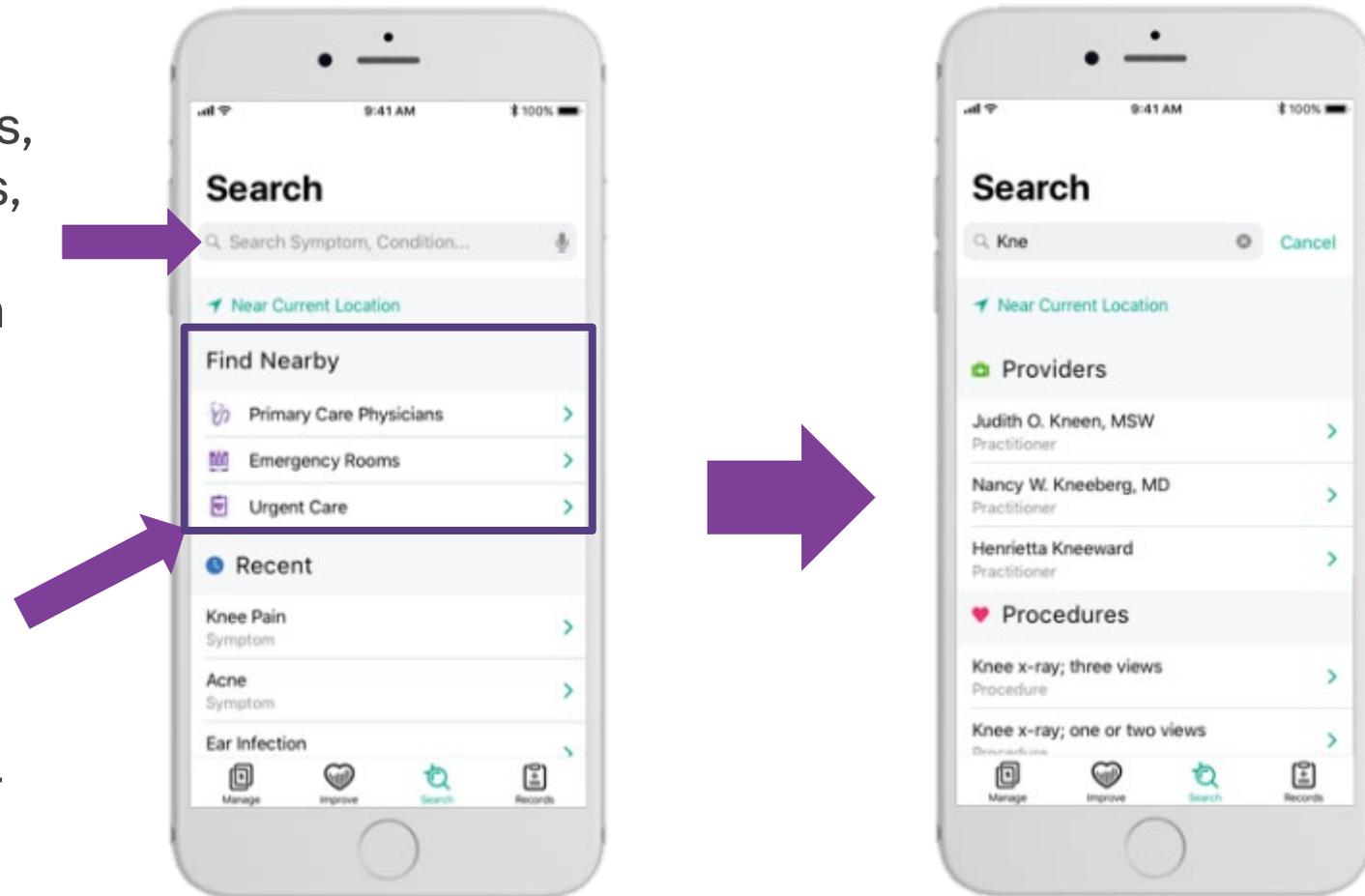


Aetna Health App – Search tab

Searching for providers, procedures, facilities, etc.

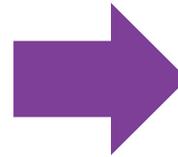
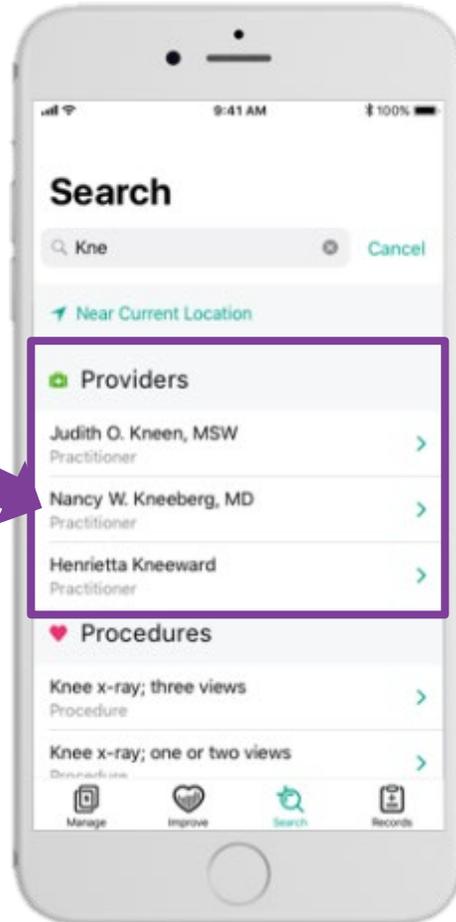
Search for providers, facilities, symptoms, and much more by typing in the search bar.

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

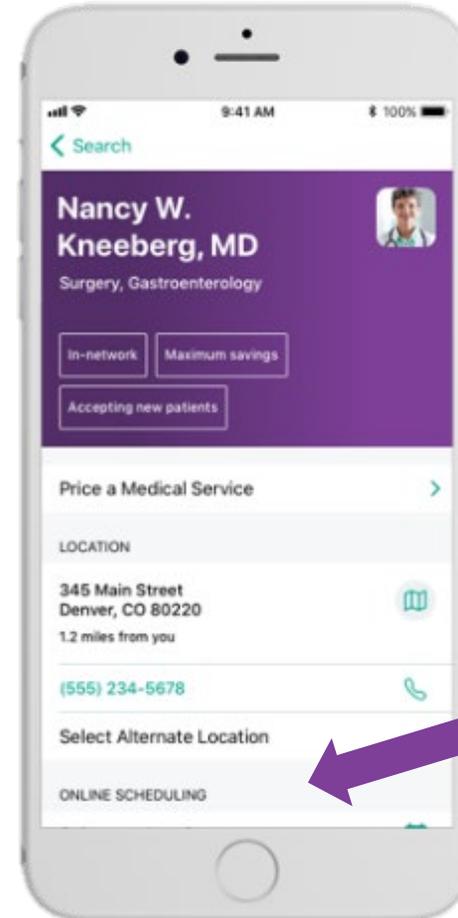


Aetna Health App – Search tab: Searching for providers, procedures, facilities, etc.

Click on a provider to see their details.



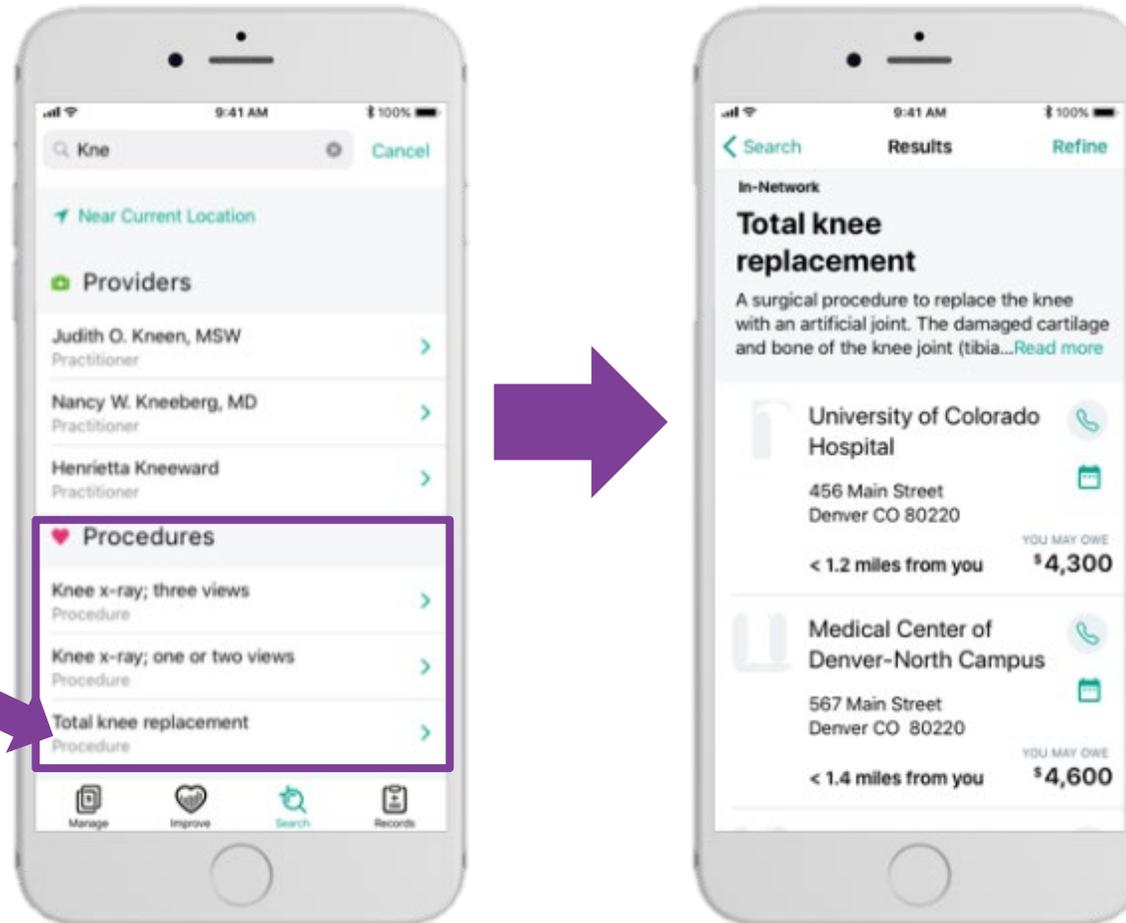
Some providers allow you to schedule an appointment directly from the Aetna Health App.



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.

