



Aetna Health Member Website and App



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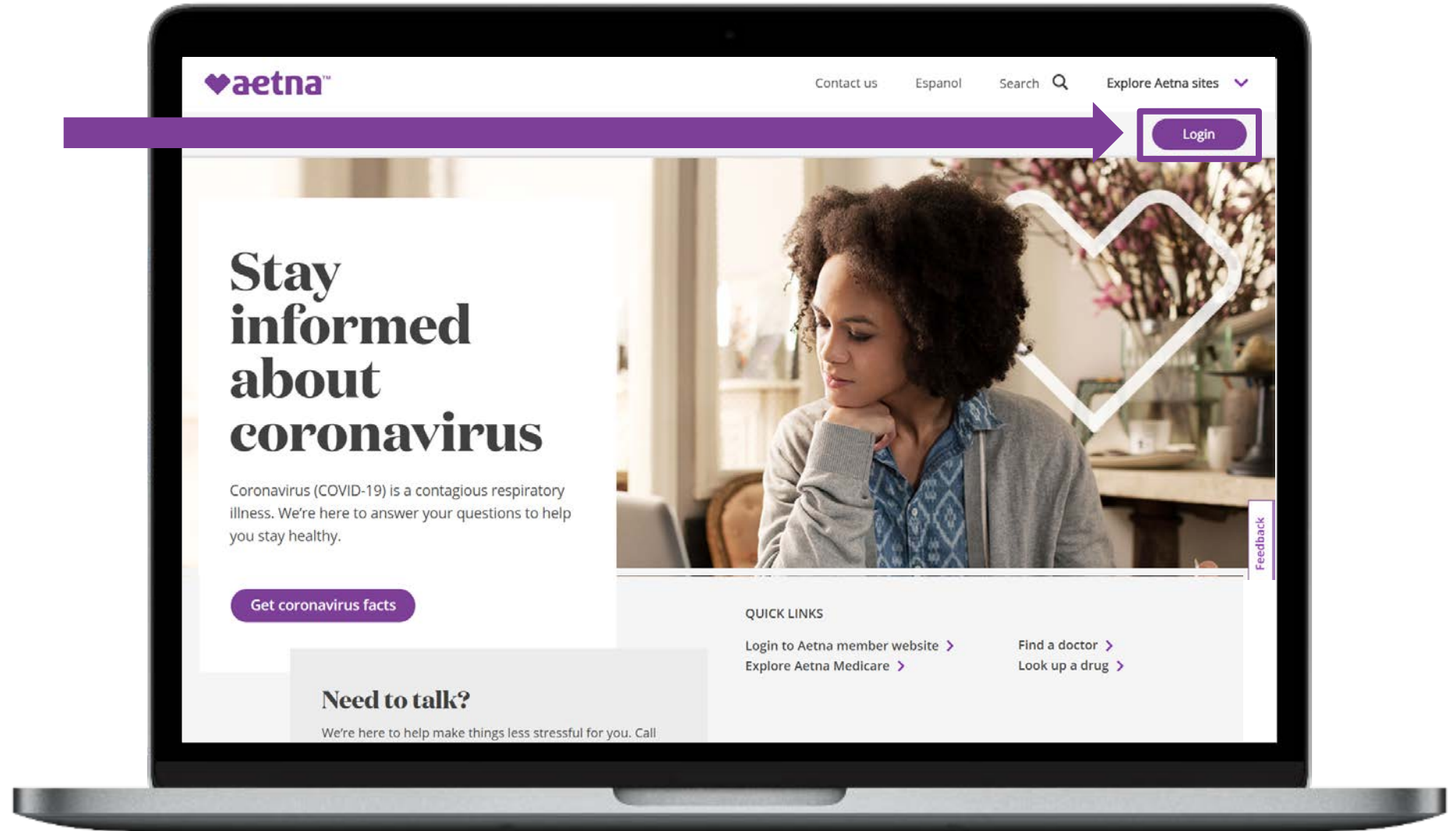
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Aetna Health App

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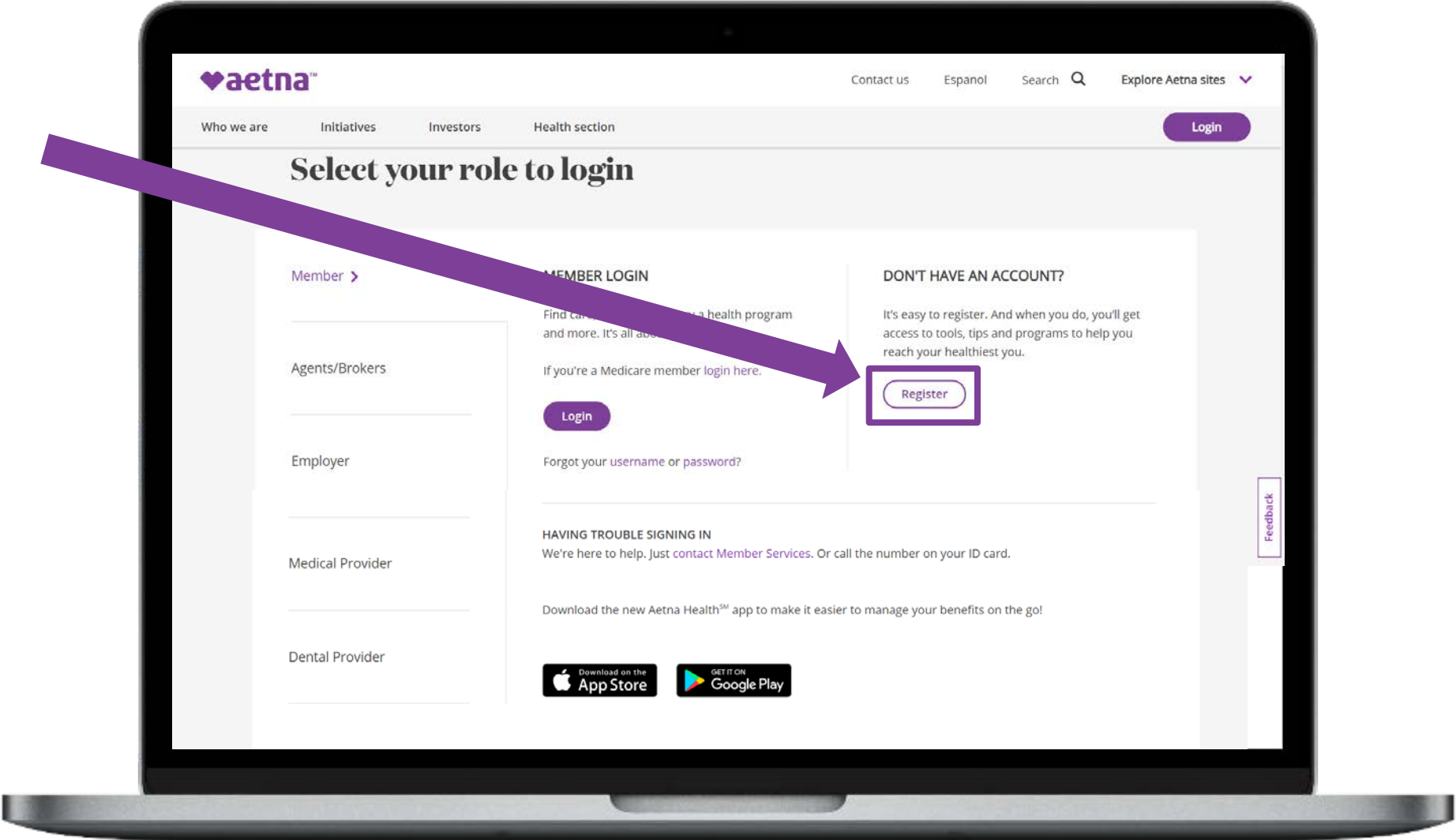
Aetna Member Website: Logging in

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



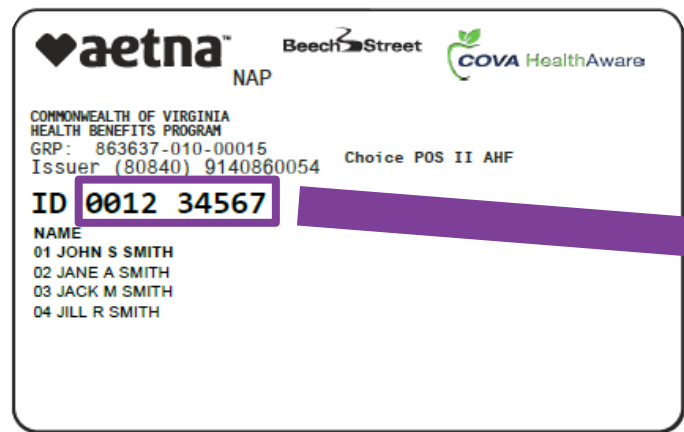
Aetna Member Website: Registering a new account

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.

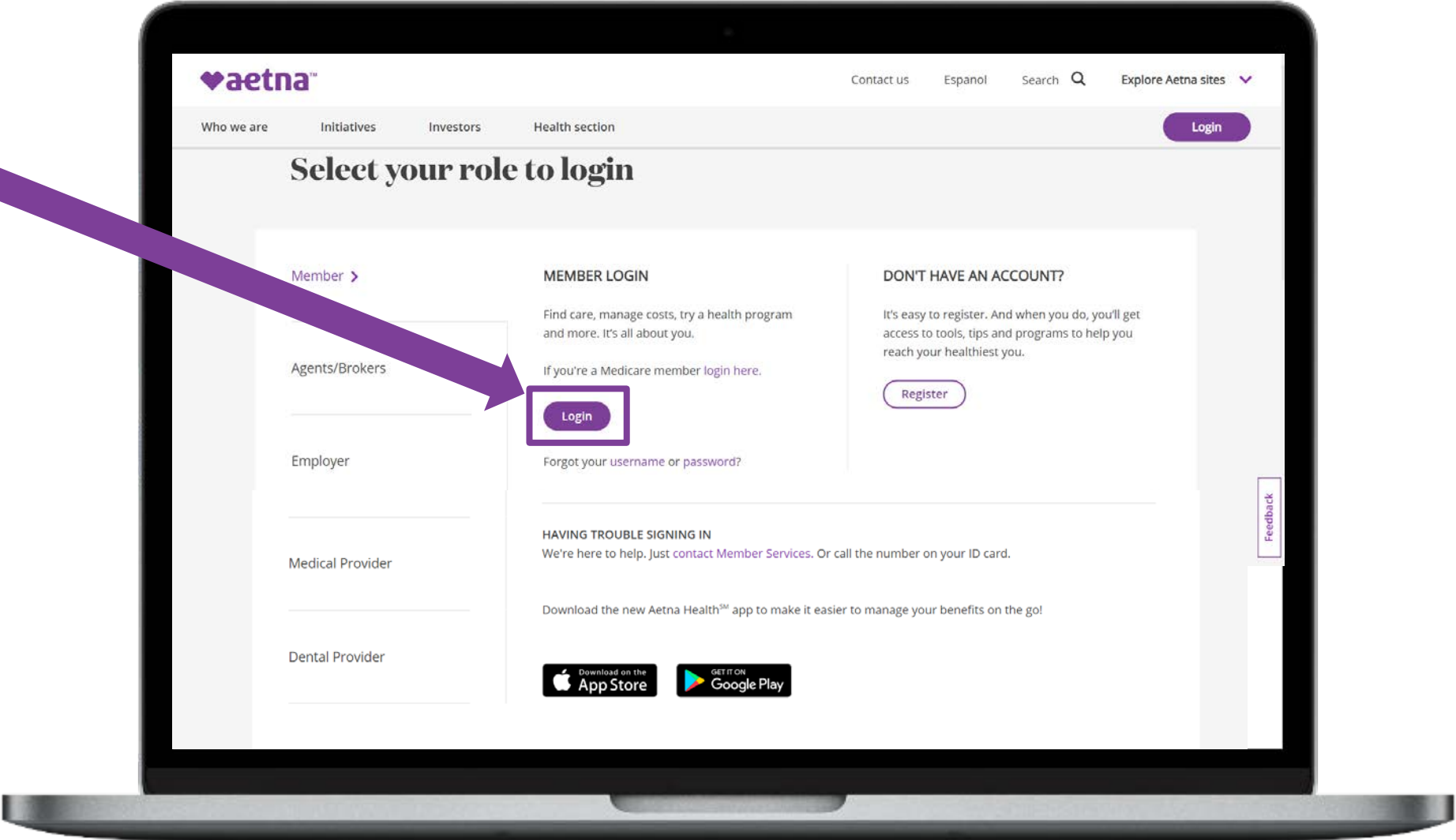


Complete the step-by-step prompts to complete your registration.

A laptop screen displaying the Aetna New User Registration form. The form is titled "New User Registration" and features a progress bar with four steps: Step 1 of 4 (Personal Info), Step 2 of 4 (Validate Identity), Step 3 of 4 (Create Account), and Step 4 of 4 (Terms and Conditions). The "Sign up using my" section has two radio buttons: "Member ID" (selected) and "Social Security number". The "Member ID*" field contains the number "001234567". Below this, there is a link: "Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us. Get help locating your Member ID »". The "Full first name*" and "Full last name*" fields are empty. The "Date of birth*" section has three dropdown menus for "Month", "Day", and "Year". A note in the top right corner states: "*marked fields are required".

Aetna Member Website: Registered users

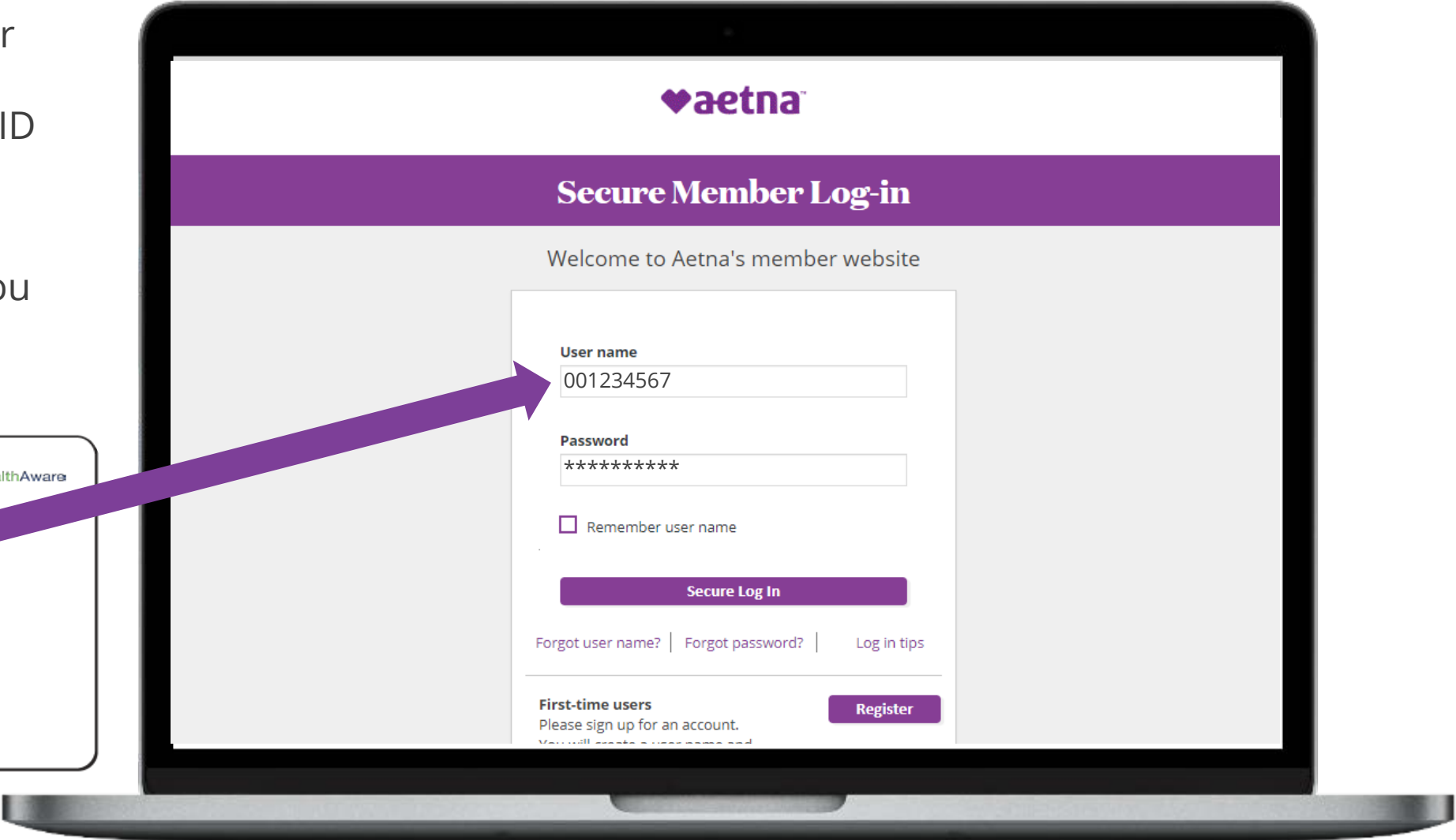
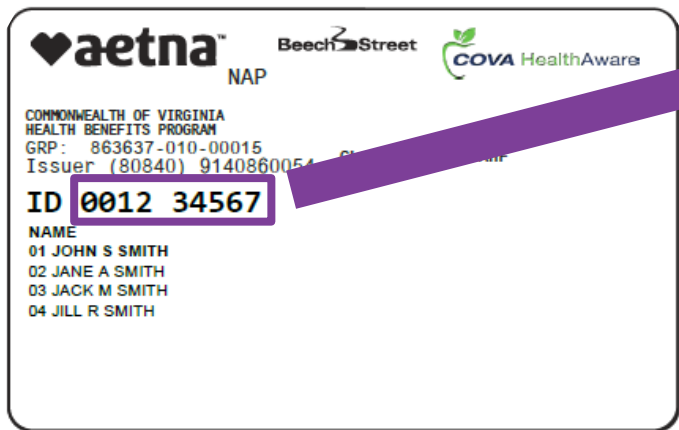
Click **Login**.



Aetna Member Website: Registered users

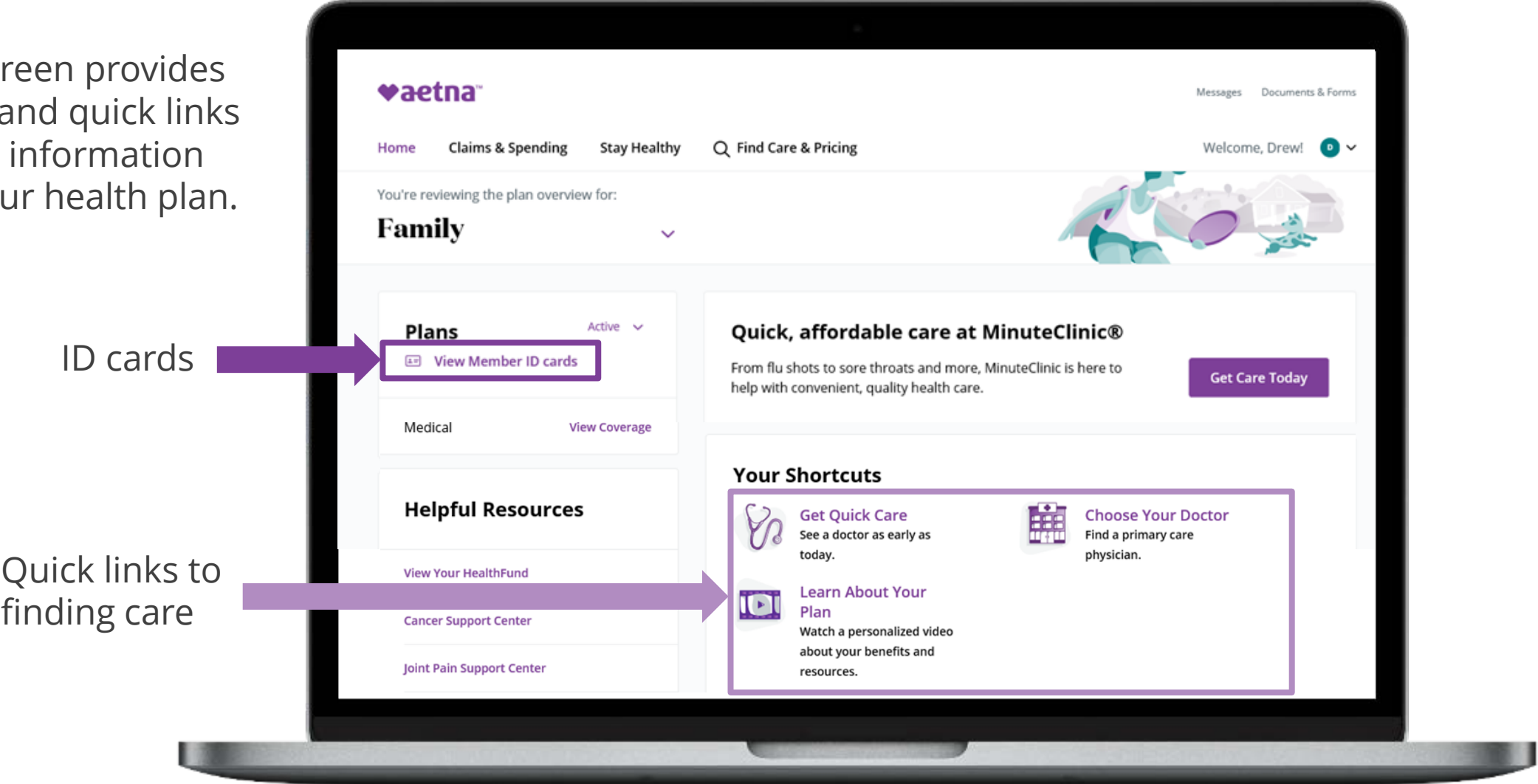
Login using your Member ID number located on your COVA HealthAware ID Card.

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.

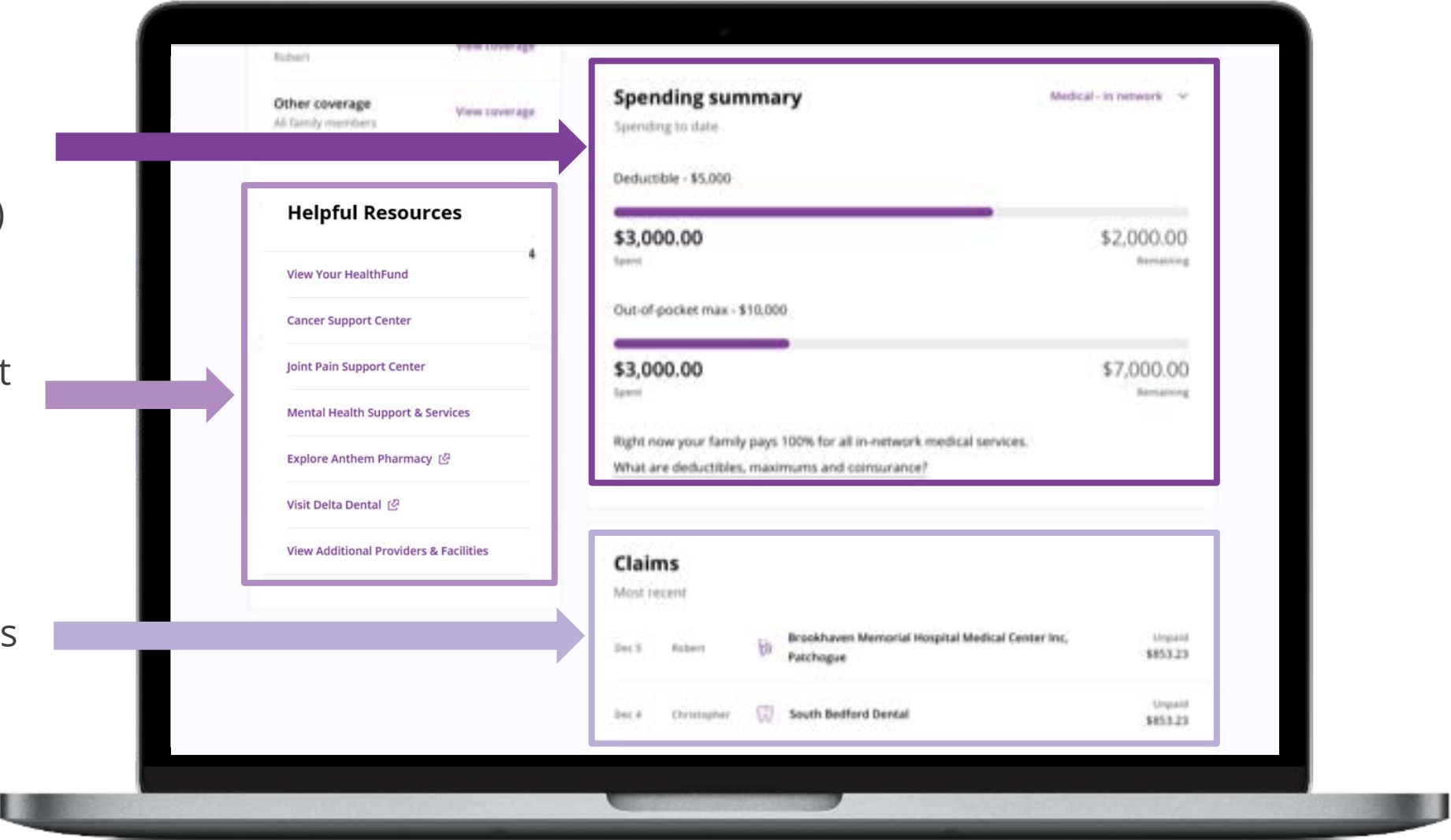


Aetna Member Website: Accessing key information from the home screen

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

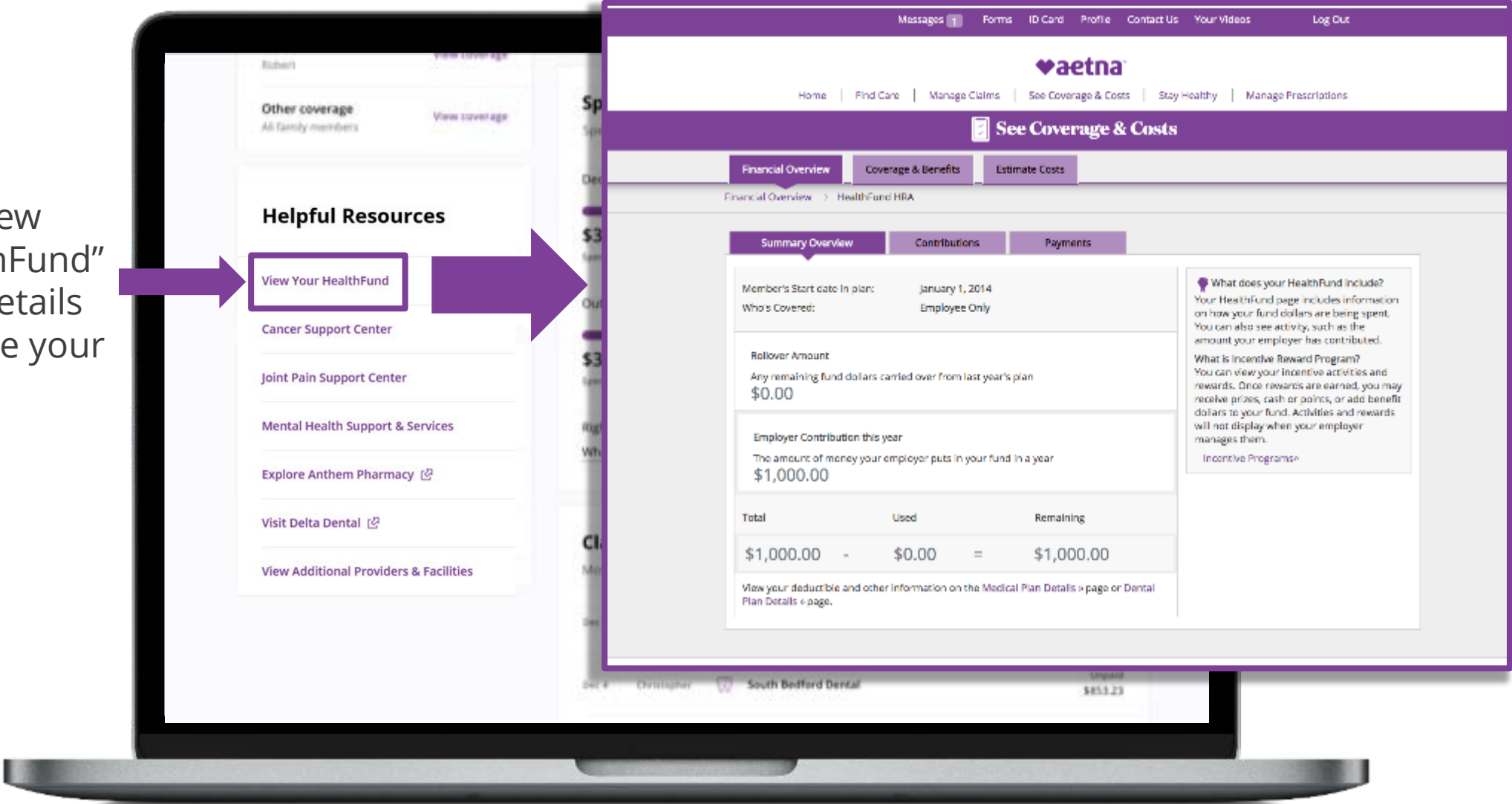
Links to important resources

Recent claims



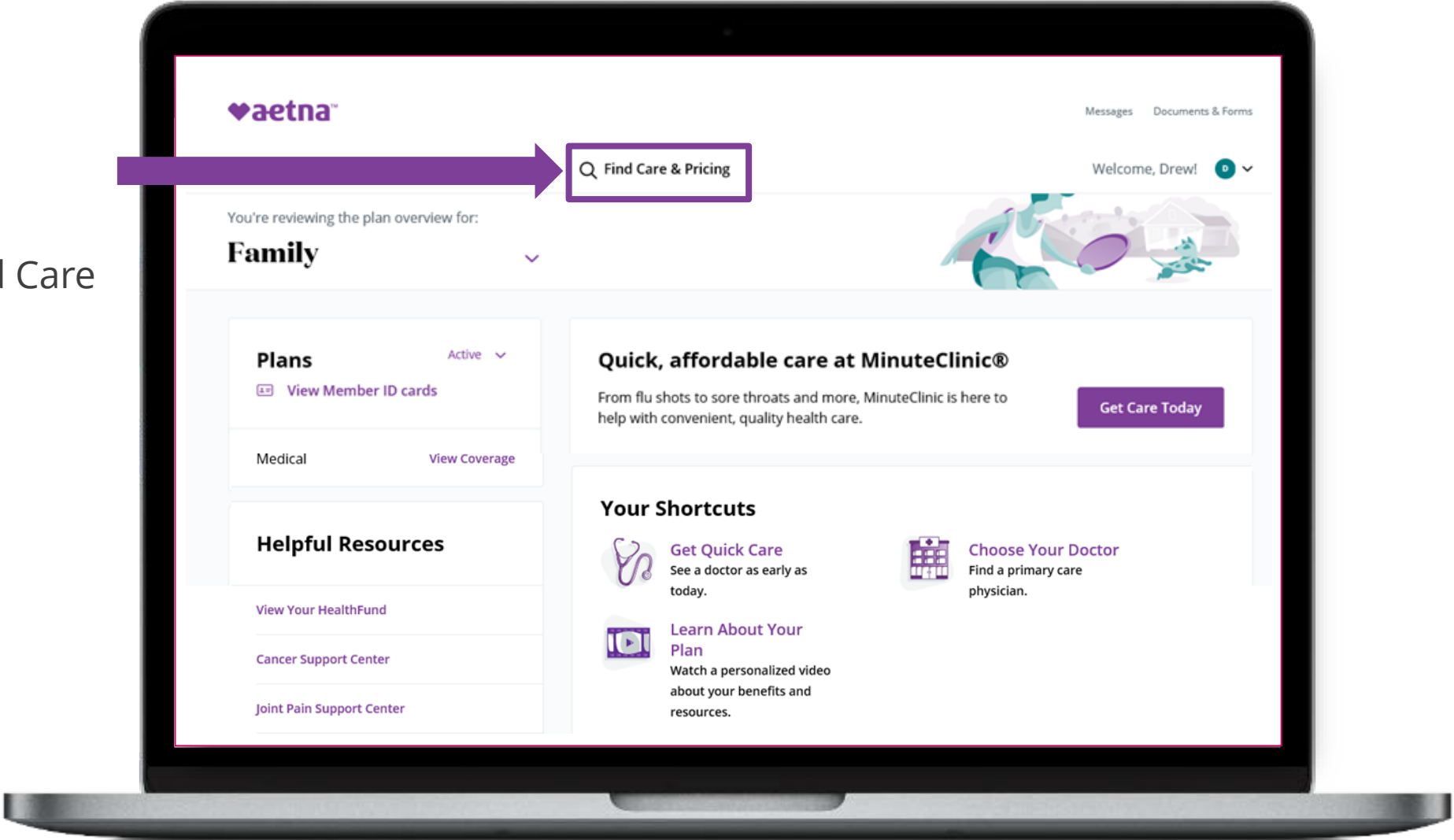
Aetna Member Website: Accessing your Aetna HealthFund (HRA)

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



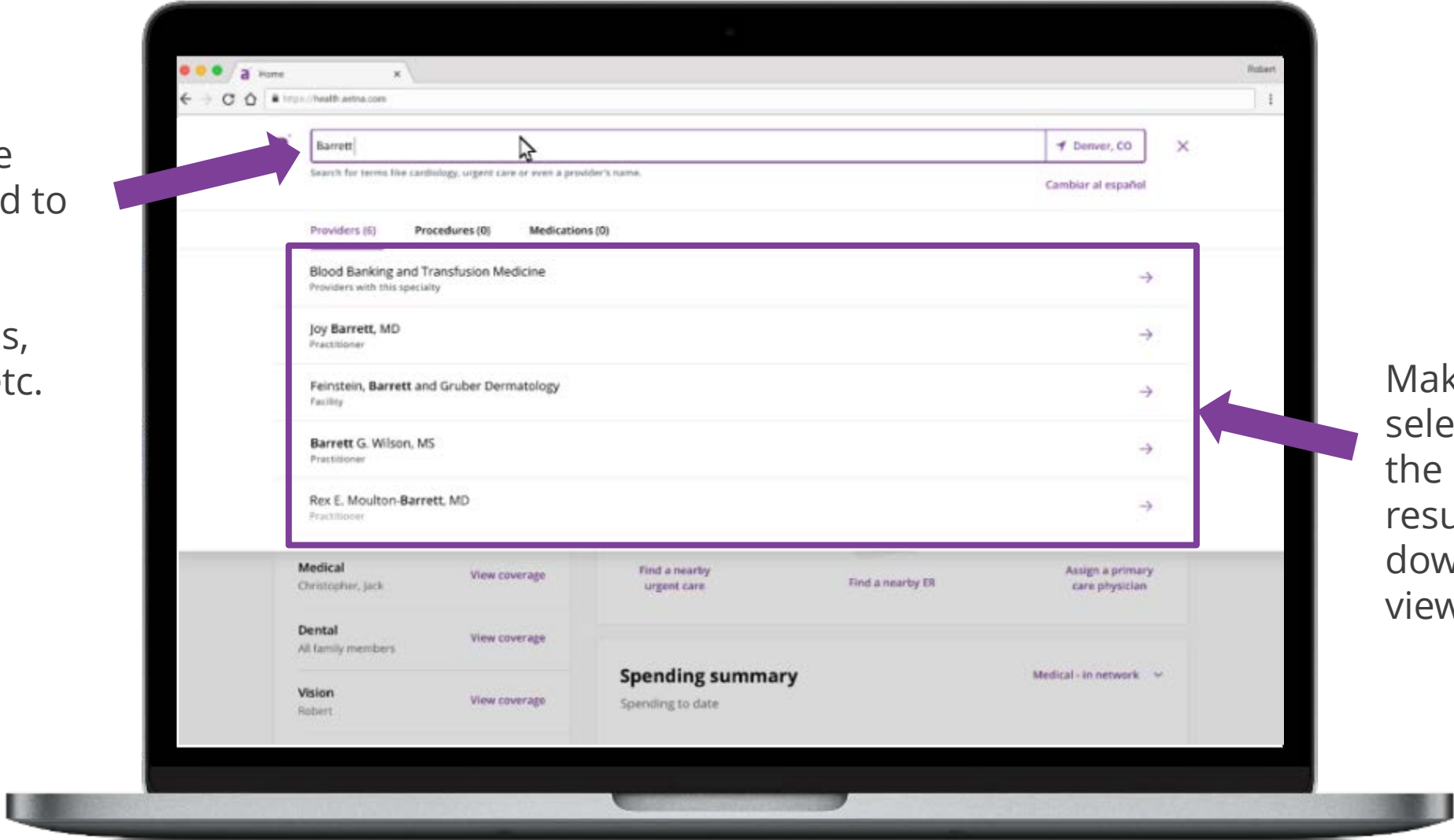
Aetna Member Website: Searching for providers, procedures, facilities, etc.

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.

The screenshot shows the Aetna Member Website interface. A purple arrow points from the 'Price a service' button on the doctor's profile to a modal window titled 'Price a service'. The modal contains the following information:

Price a service

Who needs care?
Robert Hoyt

For what service?
Annual physical

At which location?
595 Chapel St. Ste. 102, Denver, CO 80202

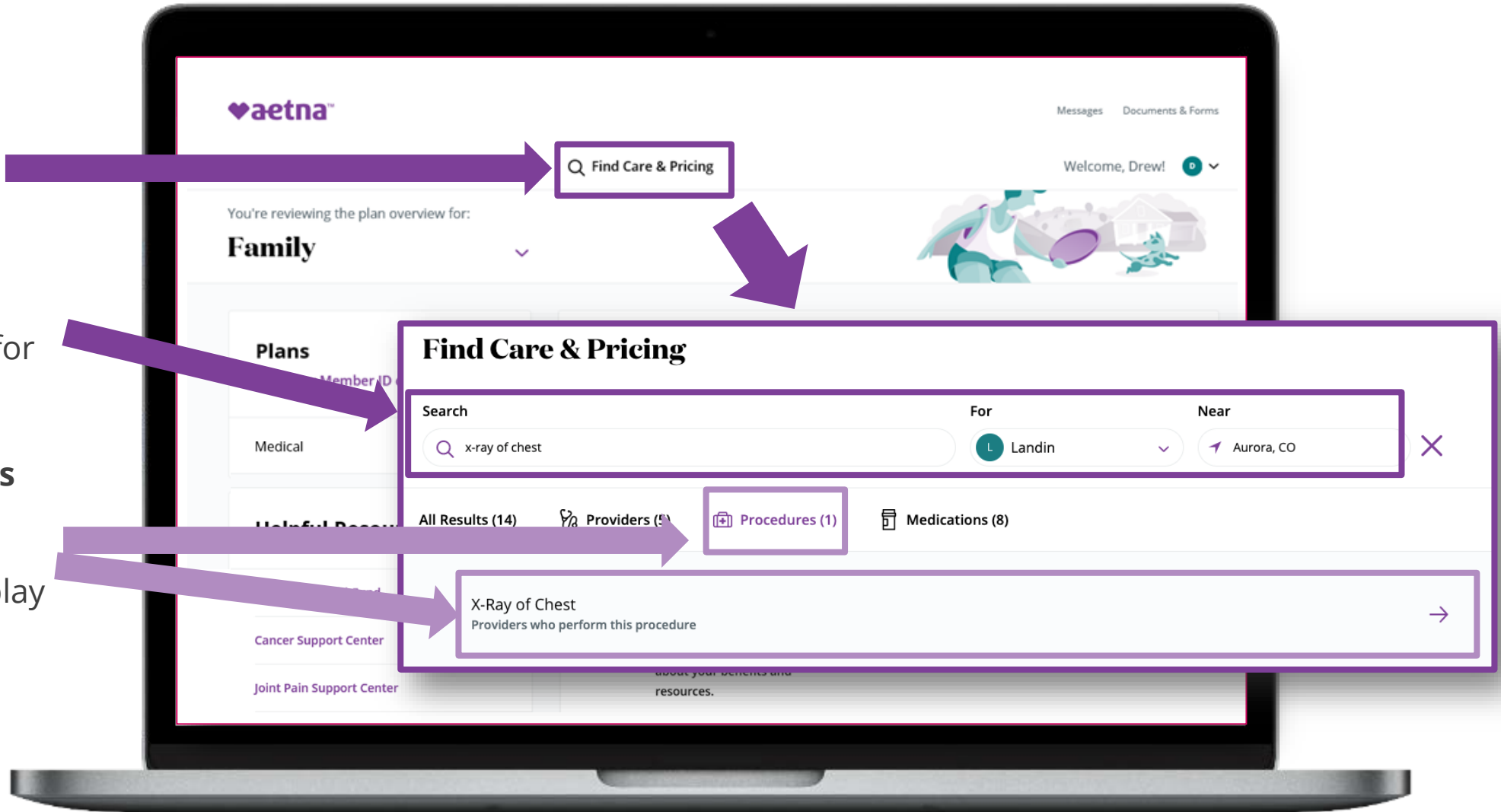
Estimated cost	\$54.00
Member rate	\$150.00
Insurance pays	-\$96.00
Applied to your deductible	\$54.00
Applied to your coinsurance	\$23.00

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.



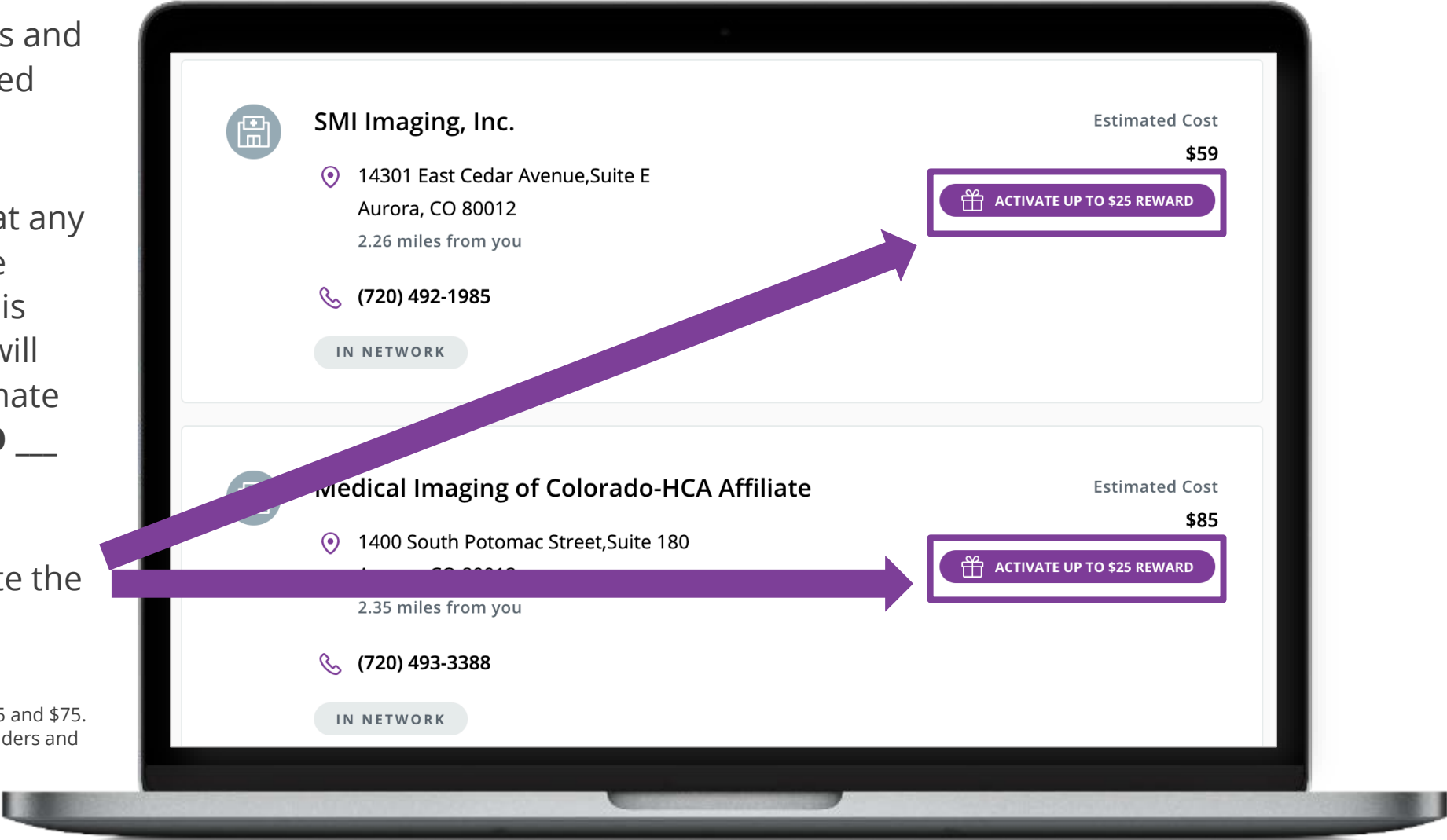
Aetna Member Website: Aetna Informed Rewards – Activating rewards

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.



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 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

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 \$205.25

Member rate \$132.15

Amount saved \$70.90

Applied to your deductible \$132.15

Applied to your co-insurance \$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: W263559304

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

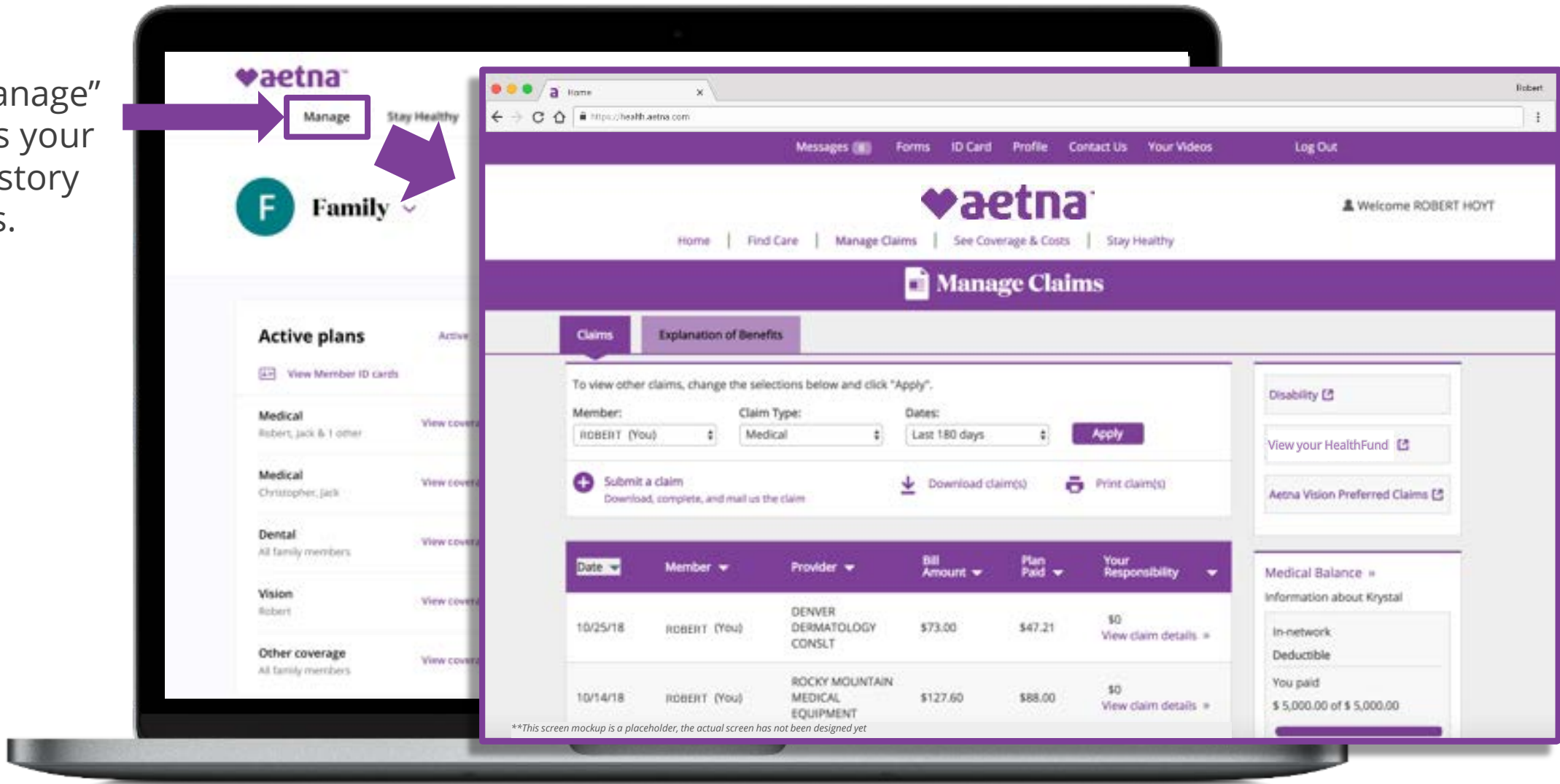
Date	Member	Service type	Unpaid
Dec 5	Robert	Brookhaven Memorial Hospital Medical Center Inc, Patchogue	\$853.23
Dec 4	Christopher	South Bedford Dental	\$853.23
Dec 3	Robert	Wynkoop Imaging Center	\$853.23
Dec 2	Jack	Comfort Dental	\$853.23
Dec 1	Robert	South Bedford Dental	\$853.23

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

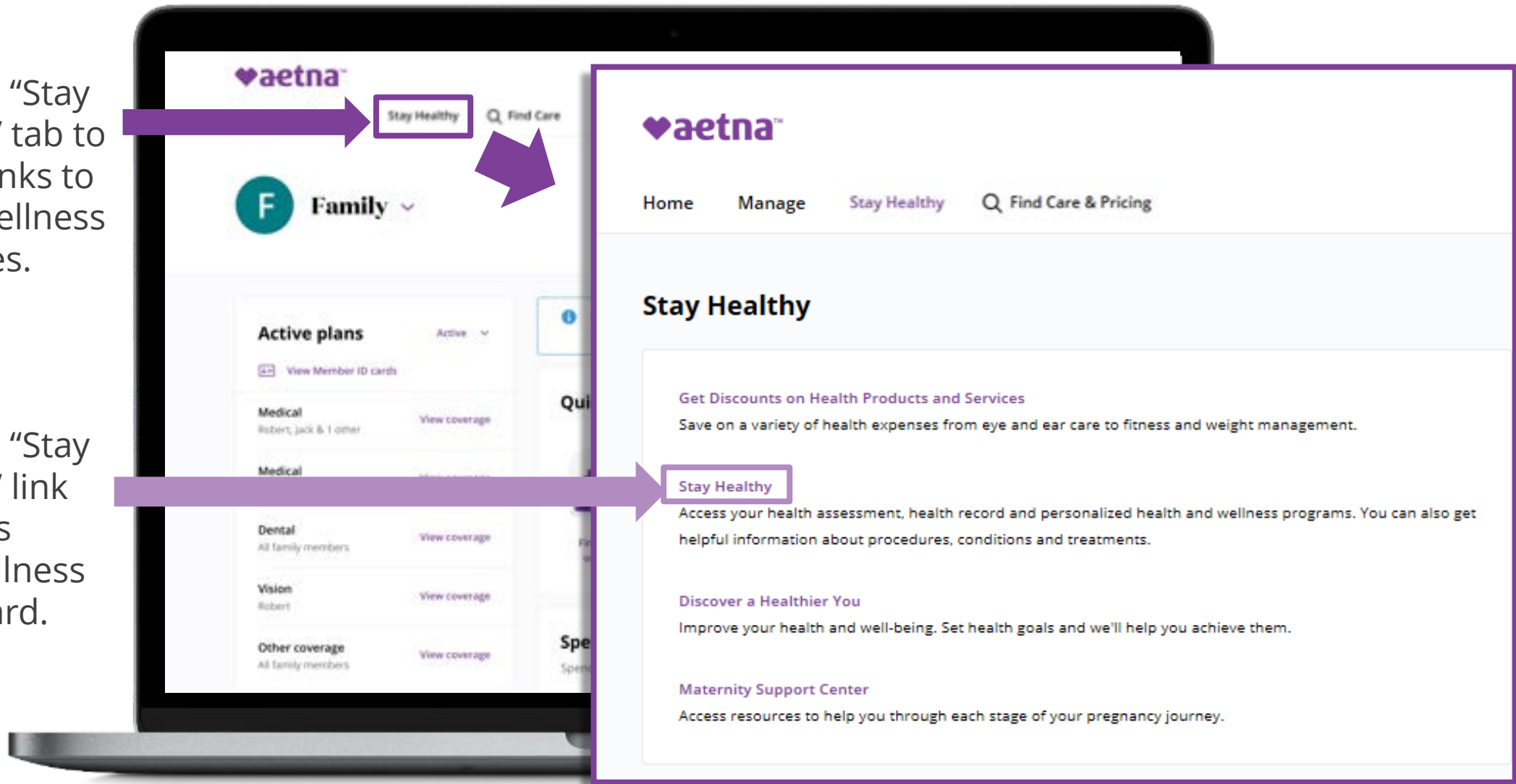
Click “Manage” to access your entire history of claims.



Aetna Member Website: Accessing Aetna Wellness Programs

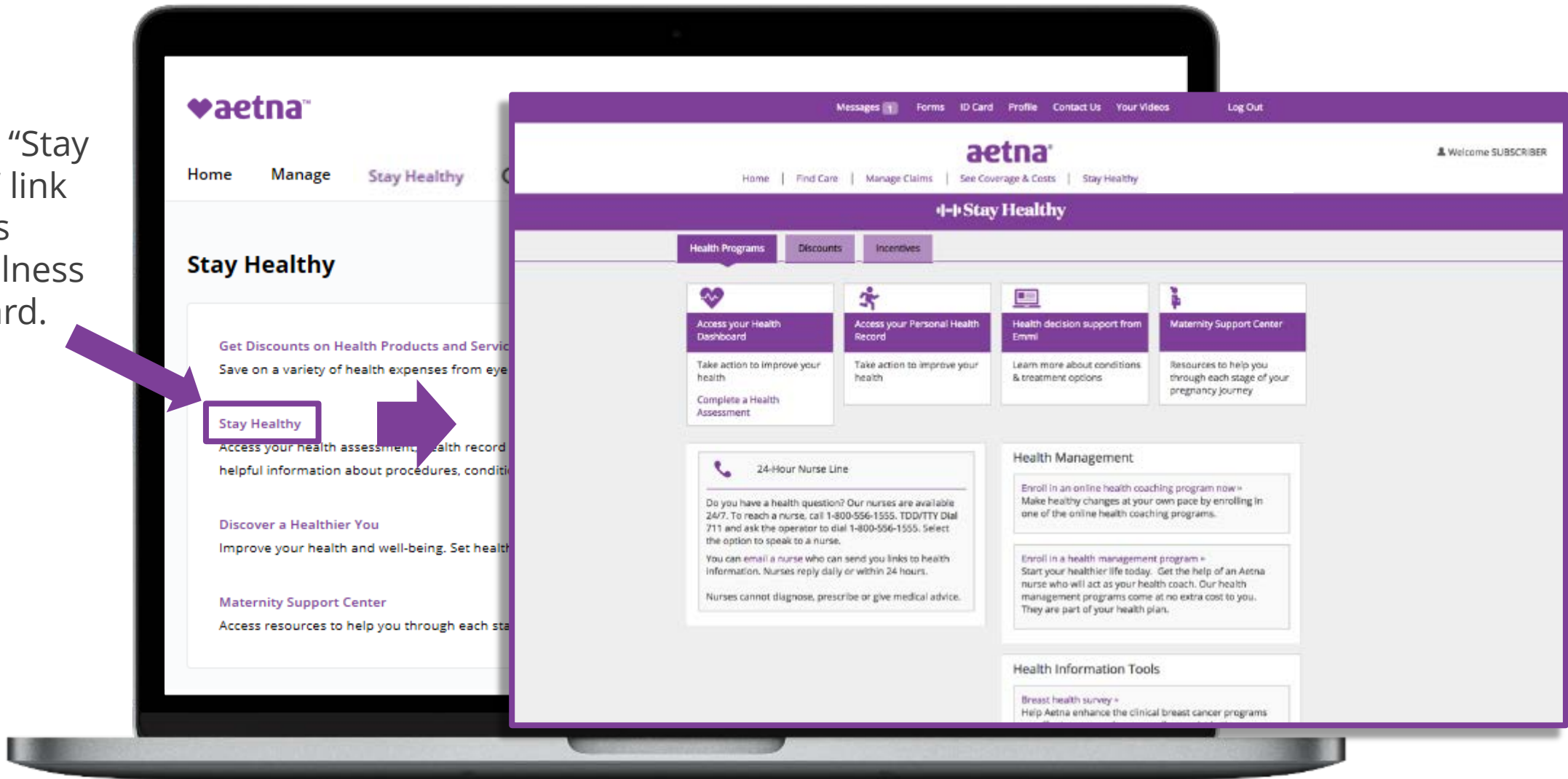
Click the “Stay Healthy” tab to access links to Aetna wellness resources.

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



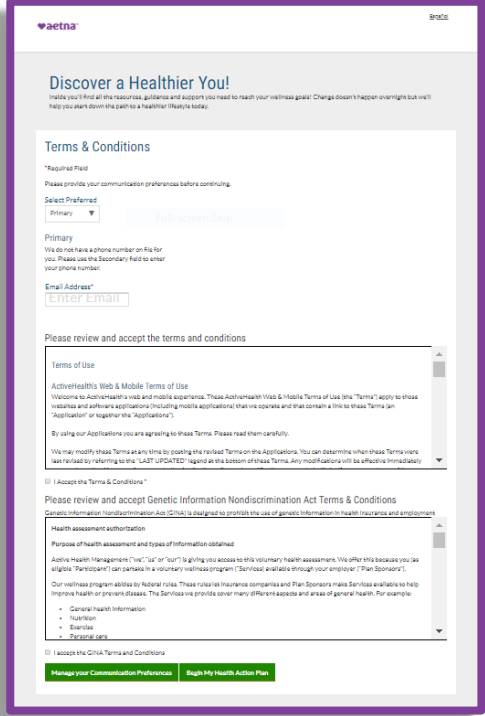
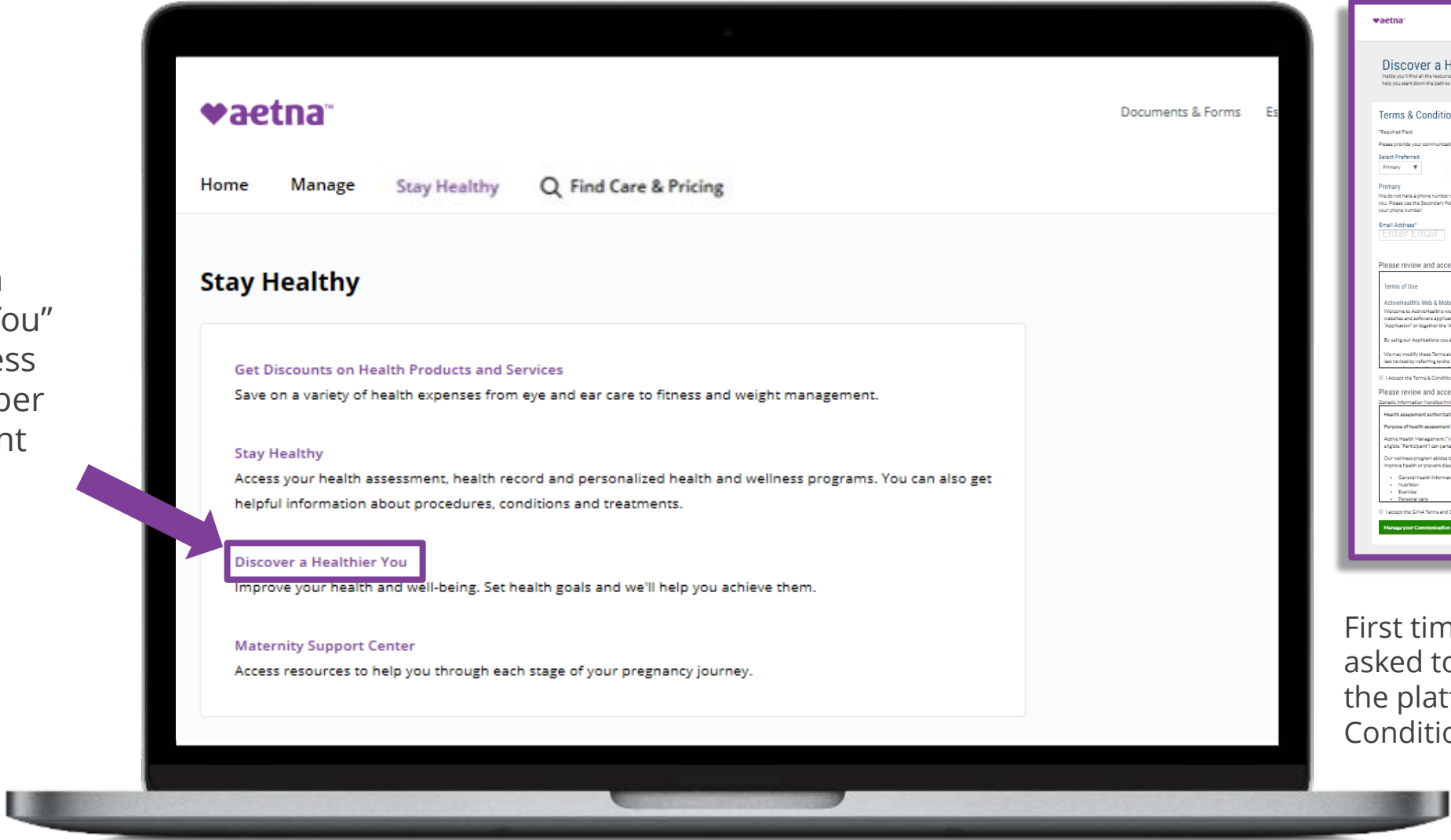
Aetna Member Website: Accessing Aetna Wellness Programs

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



Aetna Member Website: Accessing the Member Engagement Platform

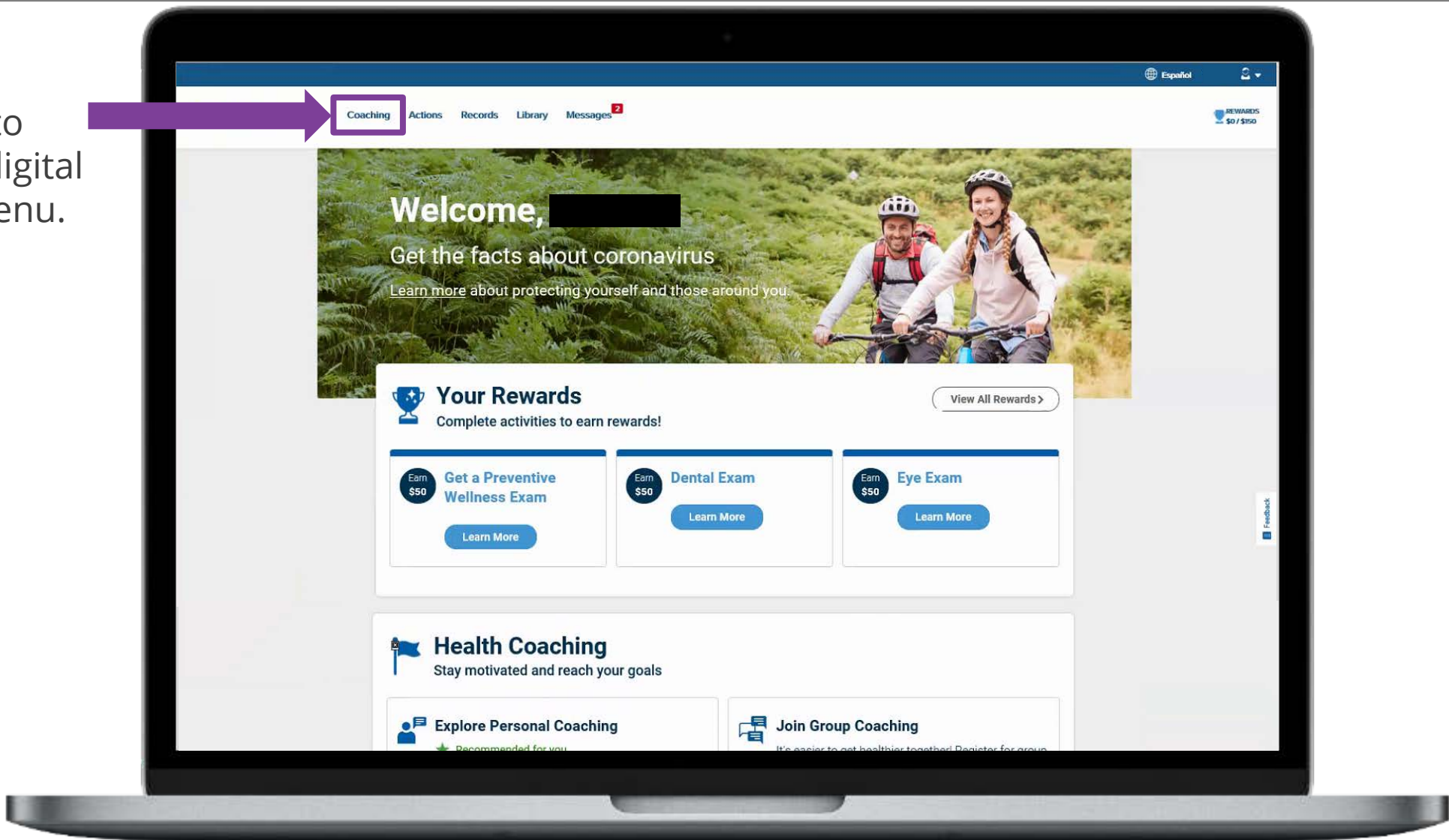
Click the
“Discover a Healthier You”
link to access
your Member
Engagement
Platform.



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

Member Engagement Platform: Engaging with your Digital Coach

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



Member Engagement Platform: Accessing your Health Actions

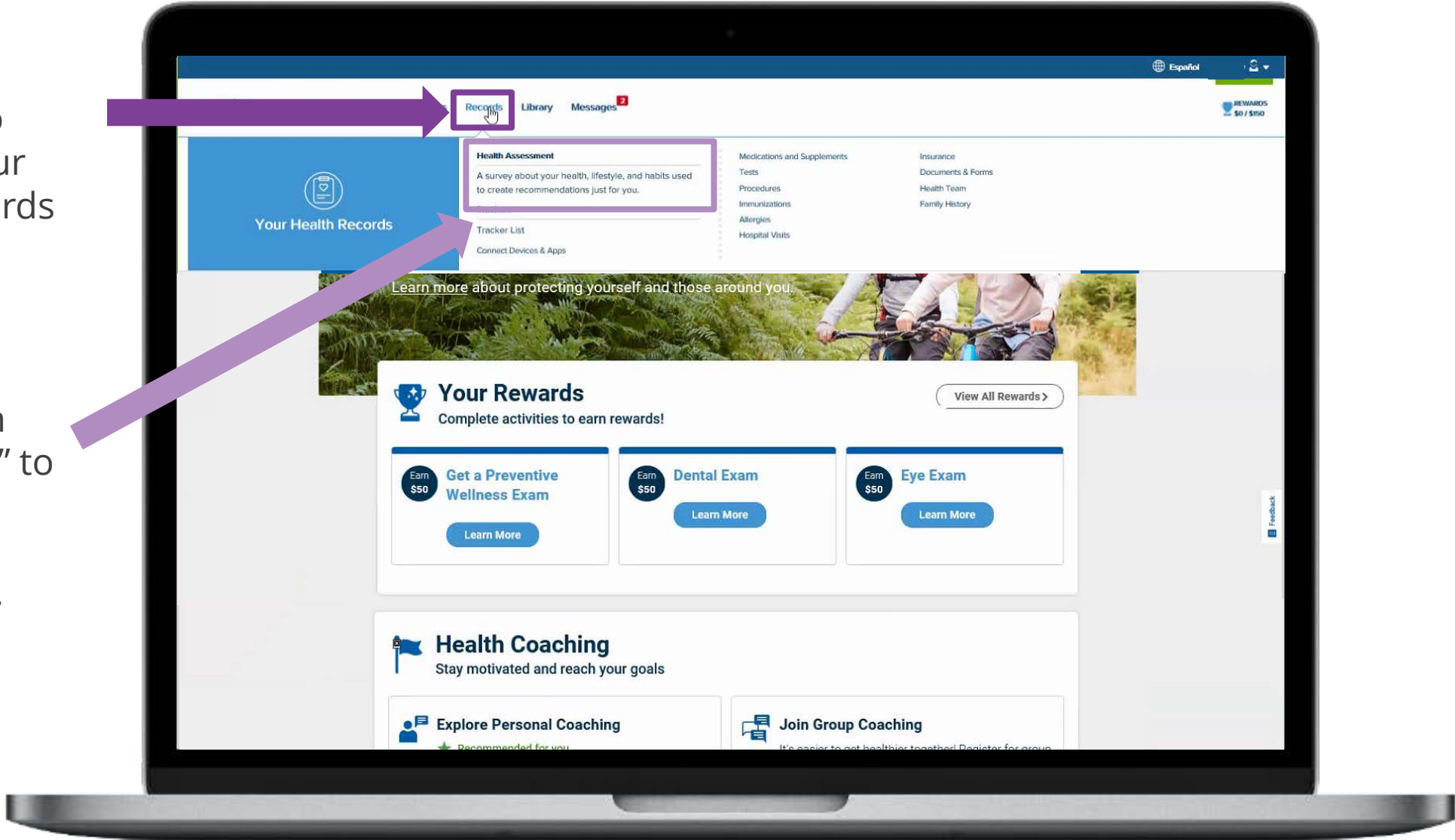
Hover over
“Actions” to open
your Health
Actions menu.



Member Engagement Platform: Accessing Your Health Assessment

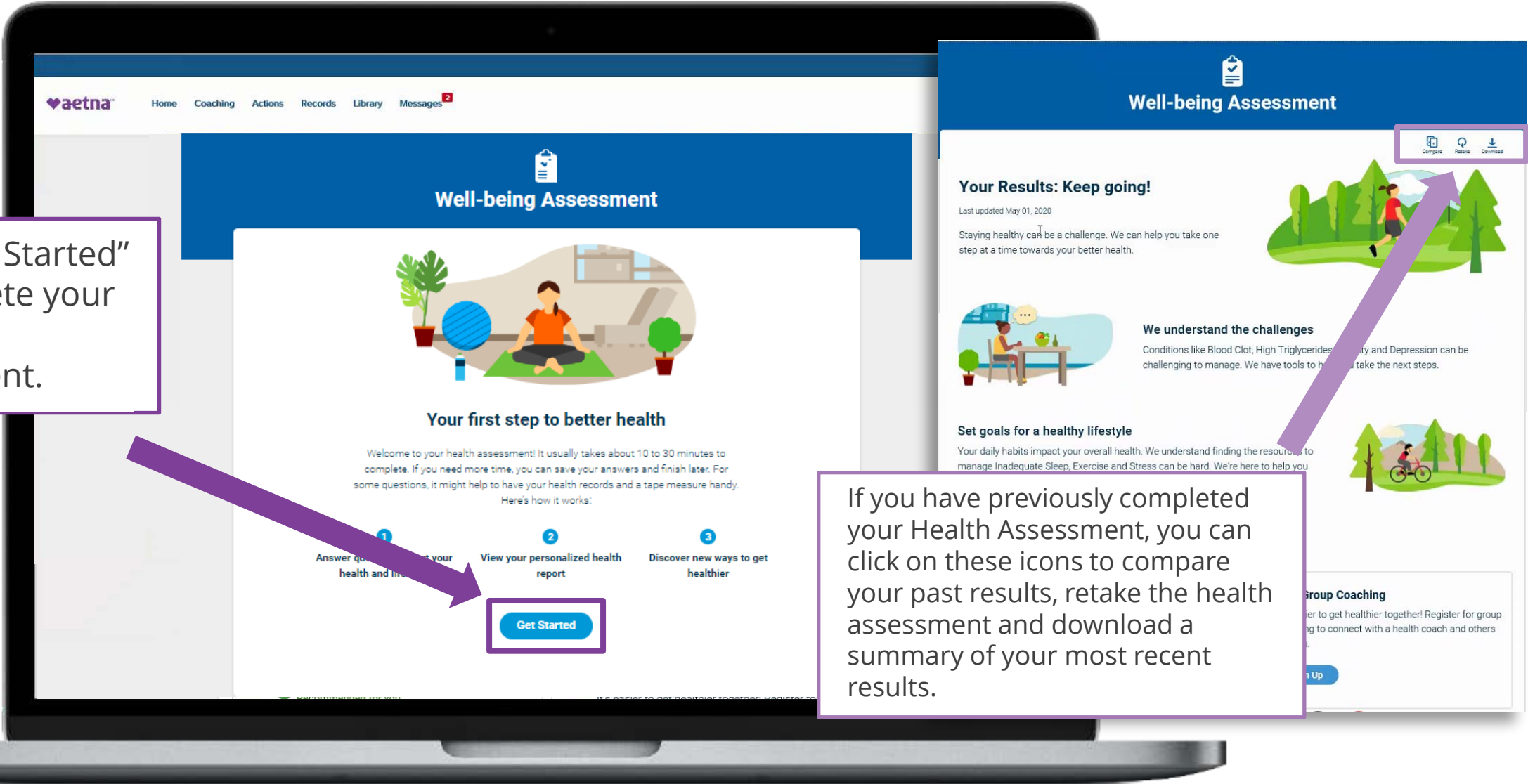
Hover over
“Records” to
open up your
Health Records
menu.

Click “Health
Assessment” to
access your
health
assessment.



Member Engagement Platform: Accessing Your Health Assessment

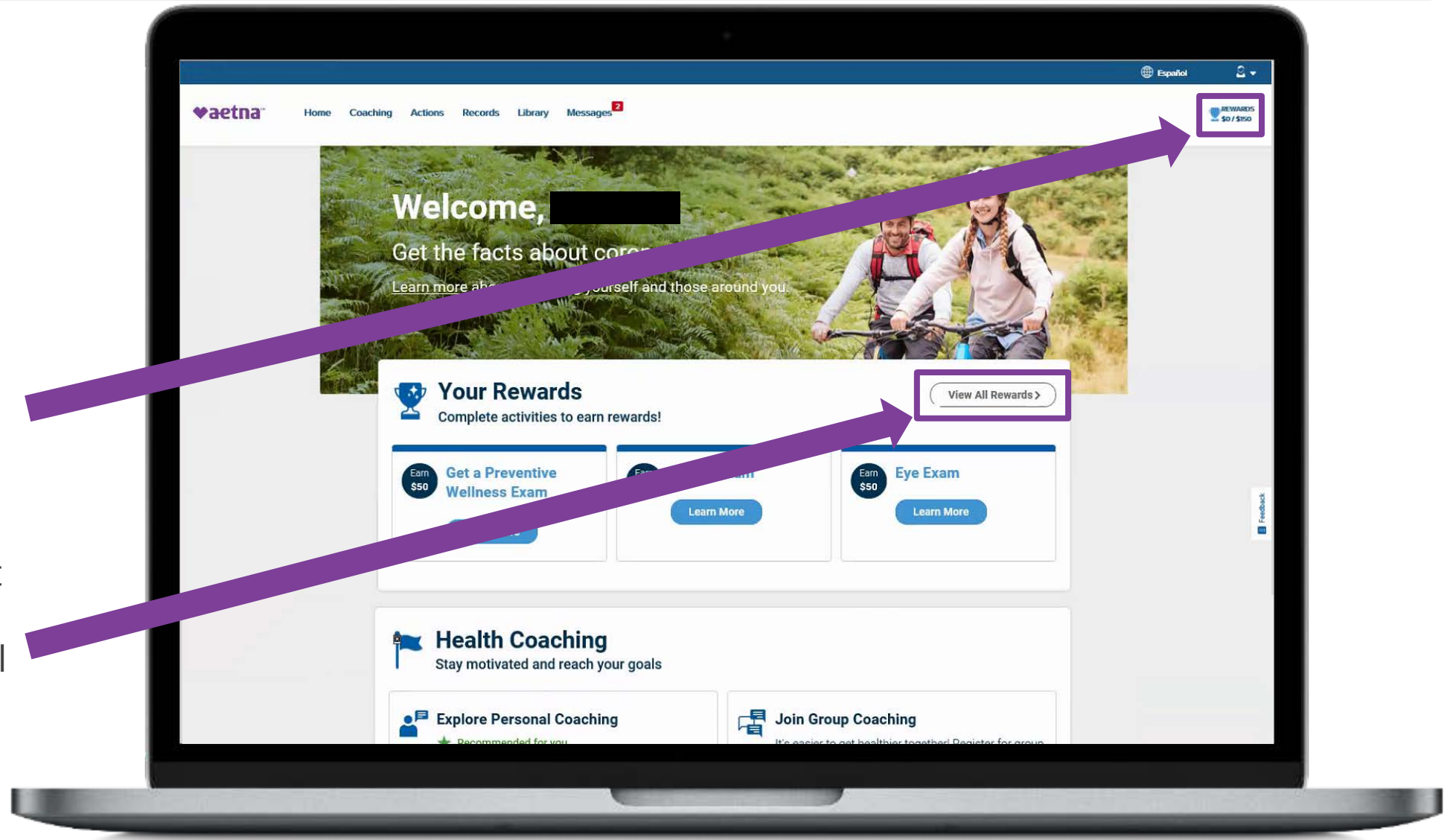
Click “Get Started”
to complete your
Health
Assessment.



Member Engagement Platform: Accessing your Rewards Center/Incentives

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

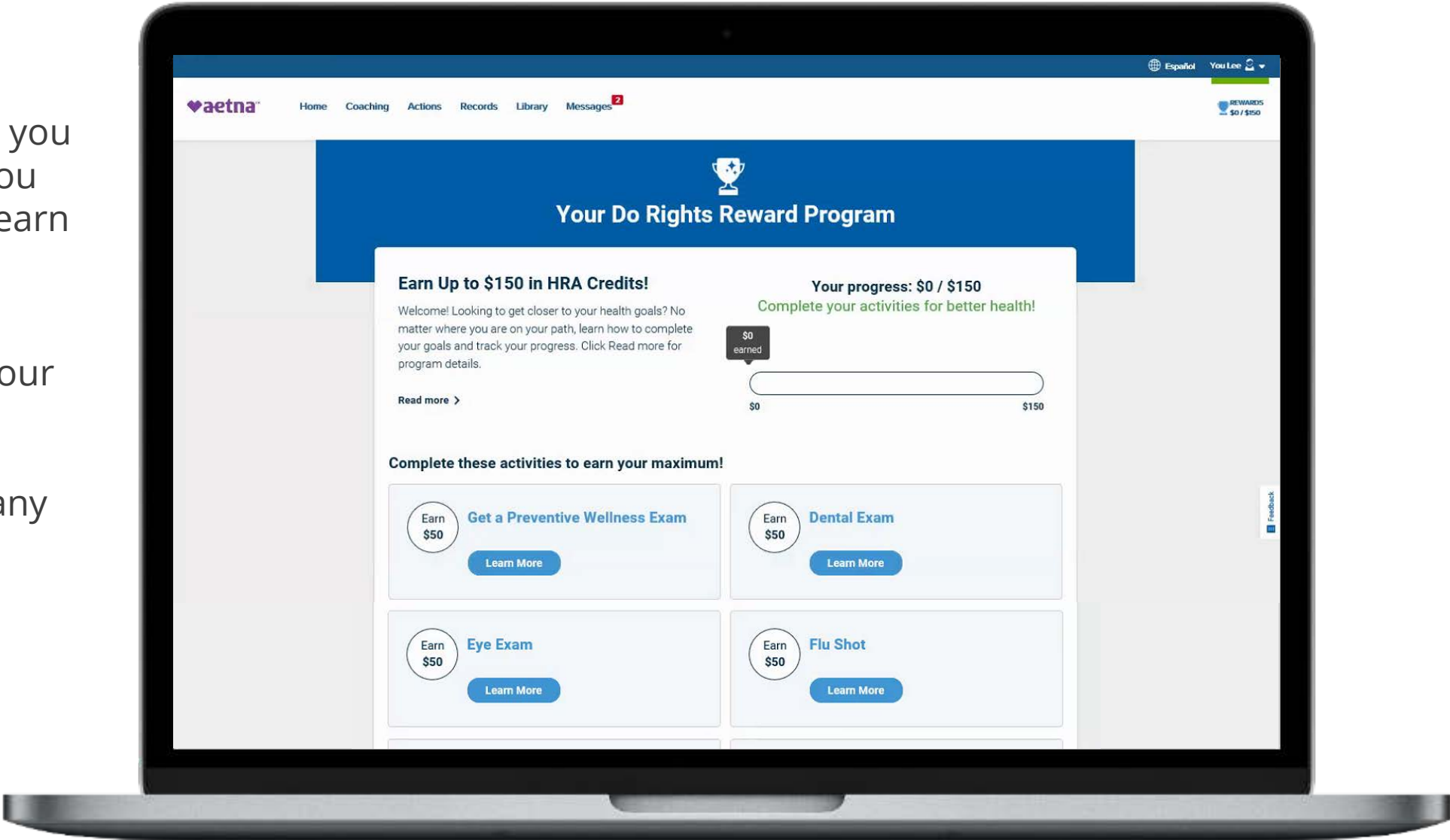
You'll find a trophy icon on the top right of your page with the amount of rewards/incentives you have earned out of the max \$150 for the plan year, as well as a link to "View All Rewards".



Member Engagement Platform: Accessing your Rewards Center/Incentives

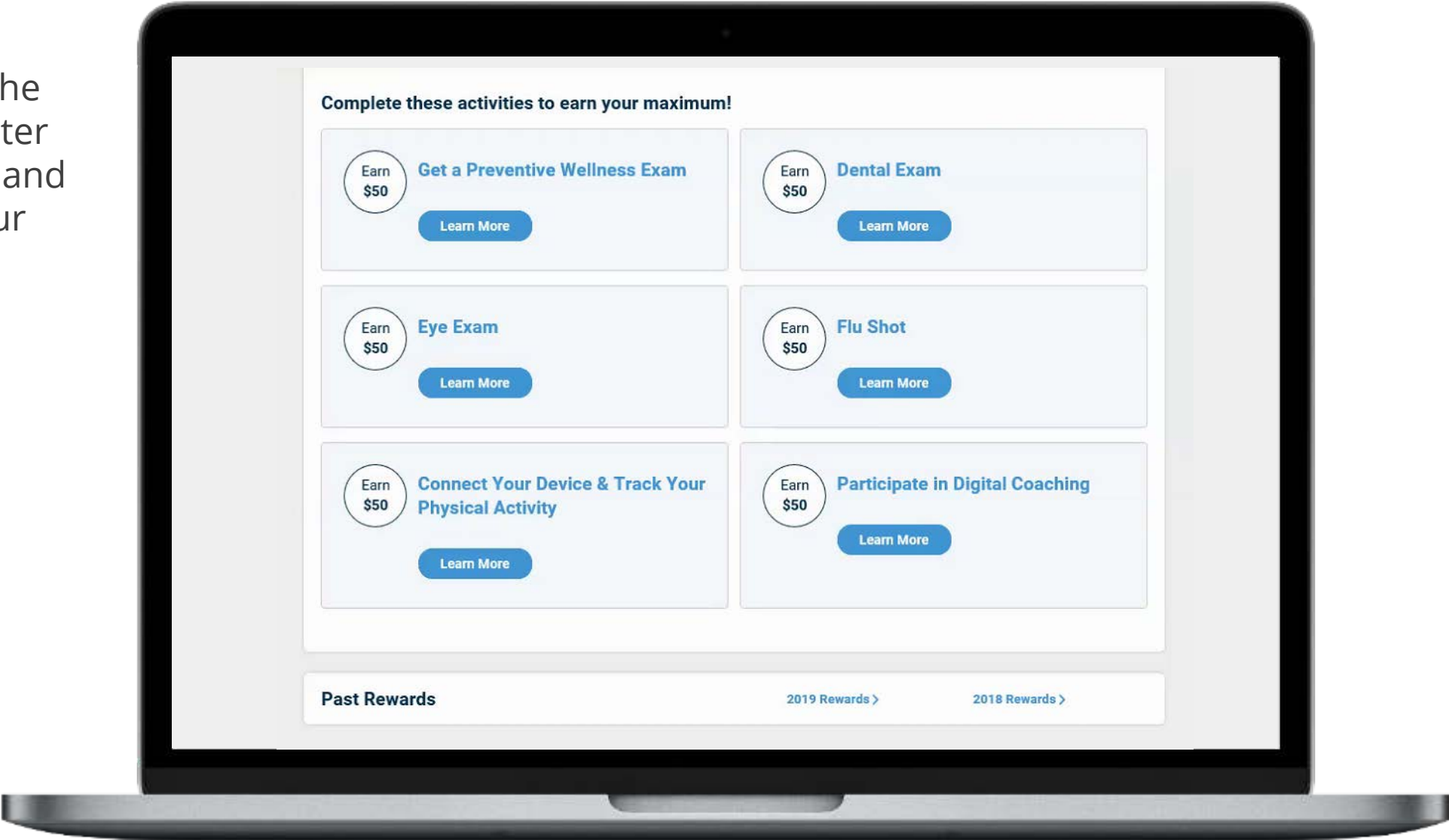
The Rewards Center can tell you exactly what you need to do to earn your rewards/incentives.

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.



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).**

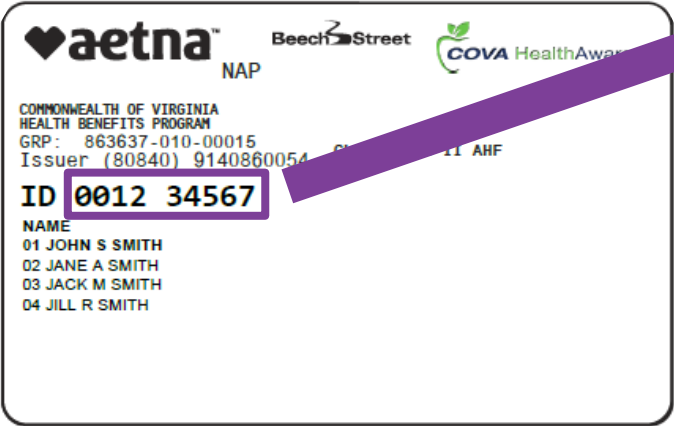
**Terms and Conditions: <http://bit.ly/2nIJFYG>. Privacy Policy: <https://www.aetna.com/legal-notices/privacy.html>.*

Look for this icon in the app stores > > >



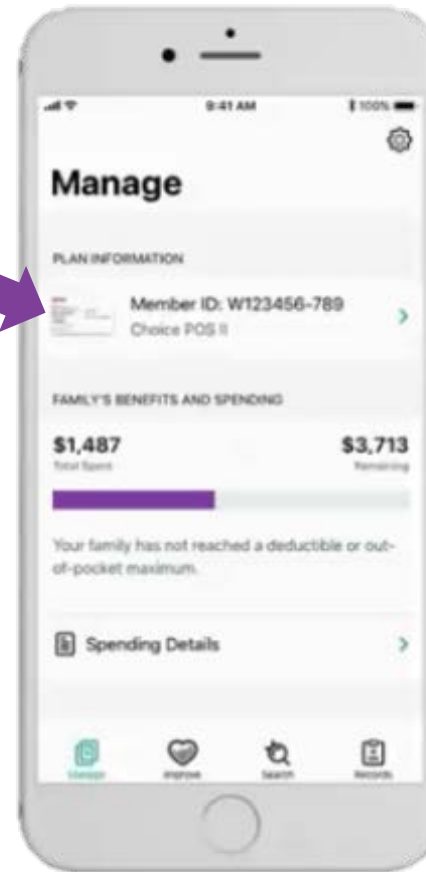
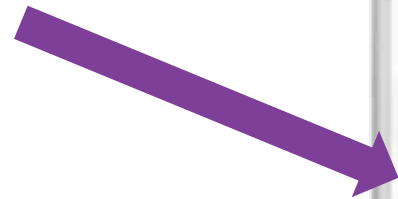
Aetna Health App: Logging in

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



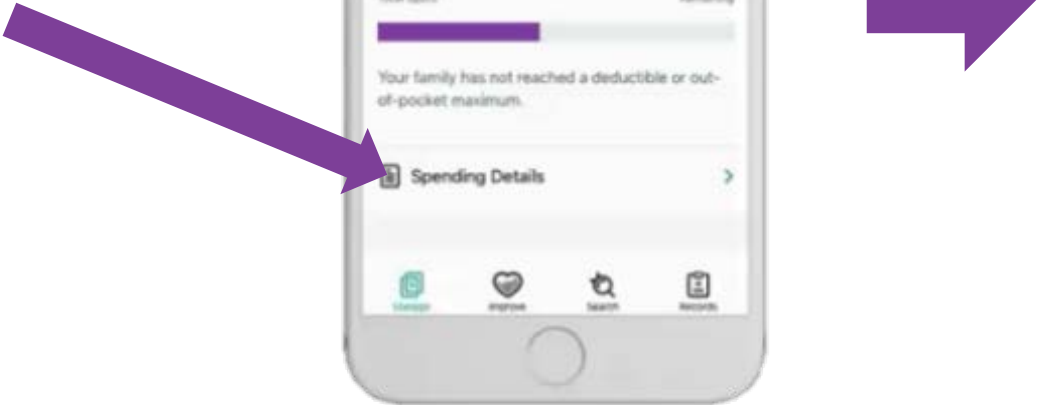
Aetna Health App – Manage tab: Viewing your ID card

Click the ID card section to
view your ID Card



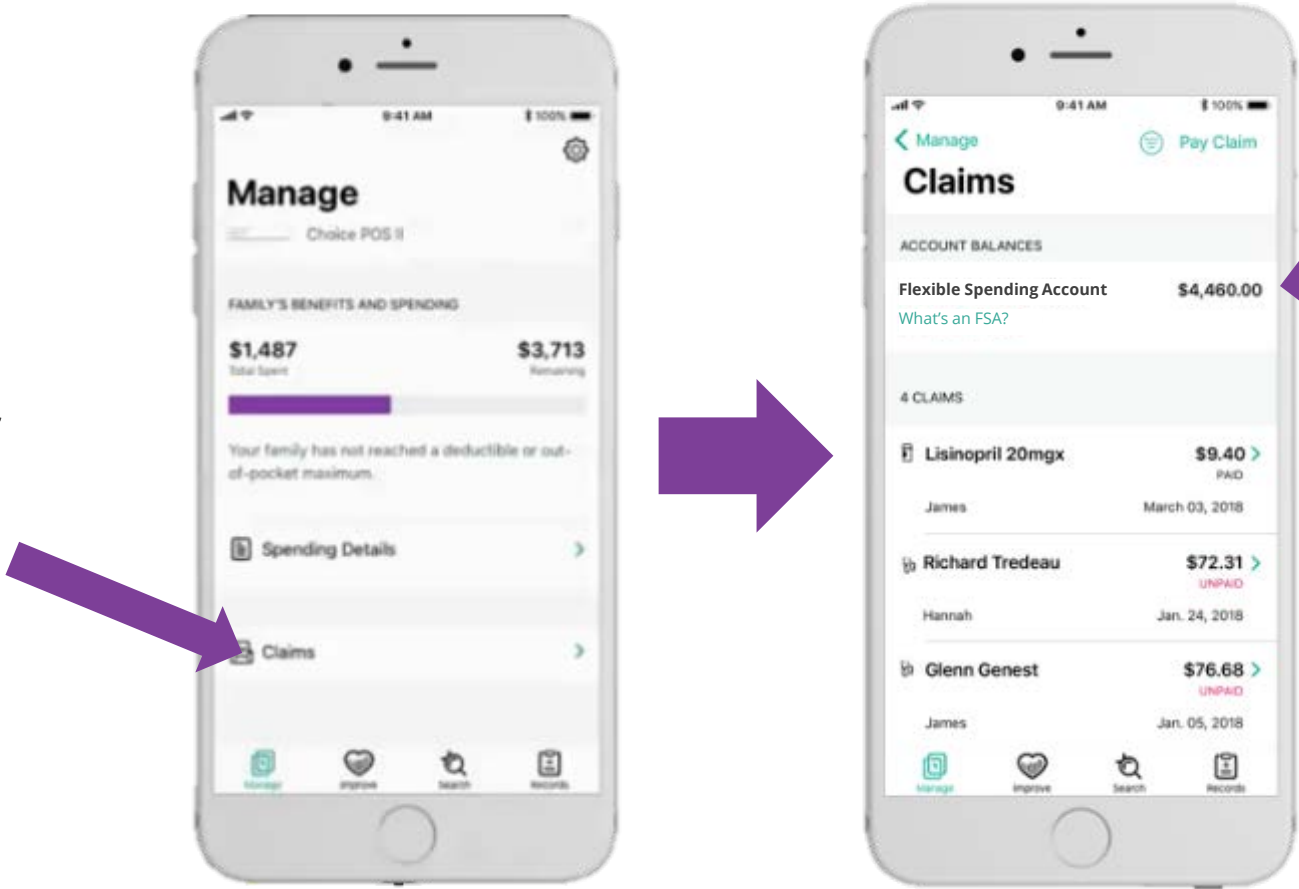
Aetna Health App – Manage tab: Viewing your benefits and spending details

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.

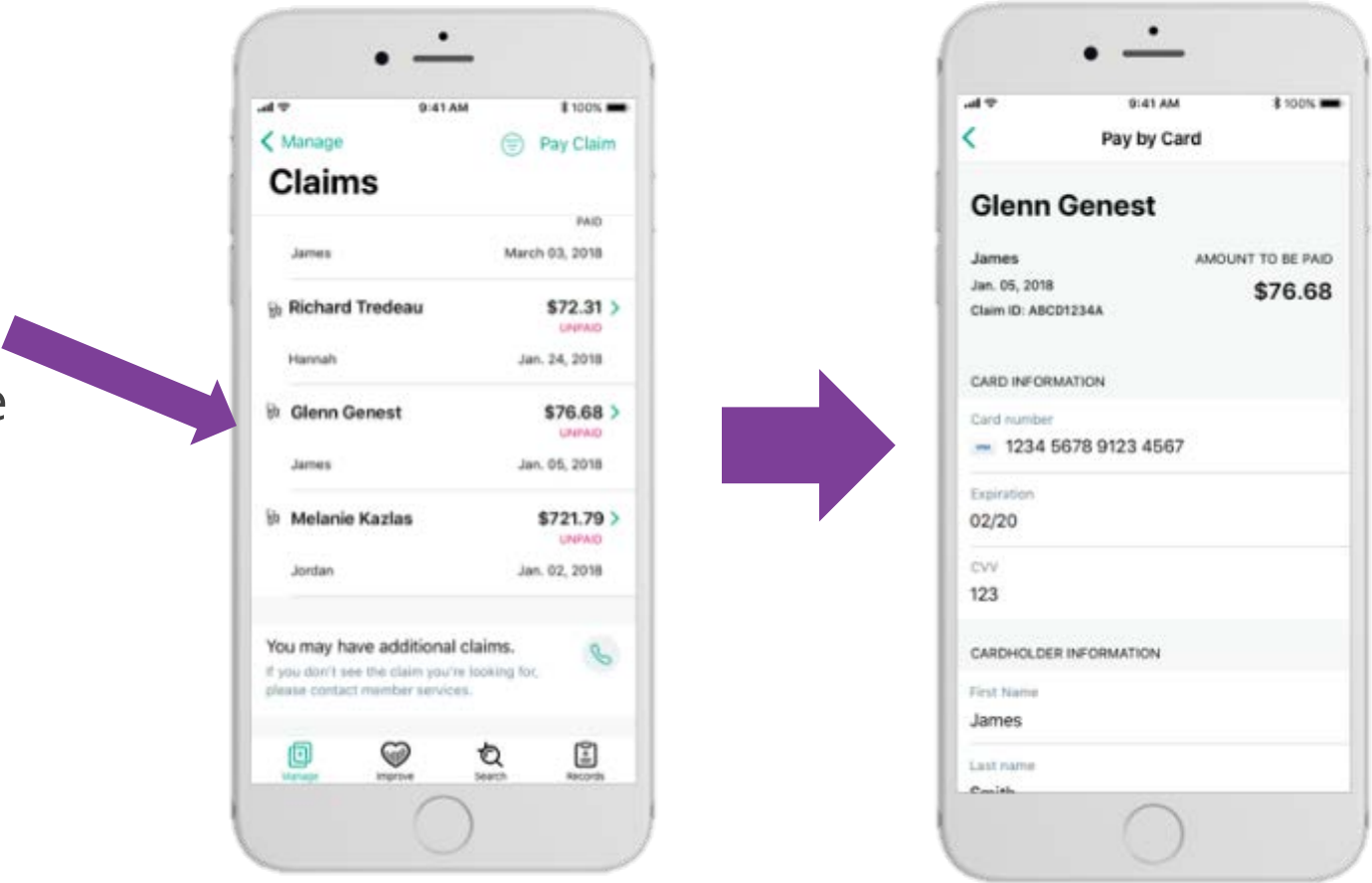


If you have an FSA with PayFlex, the remaining account balance will be shown here.

Aetna Health App – Manage tab

Paying a claim

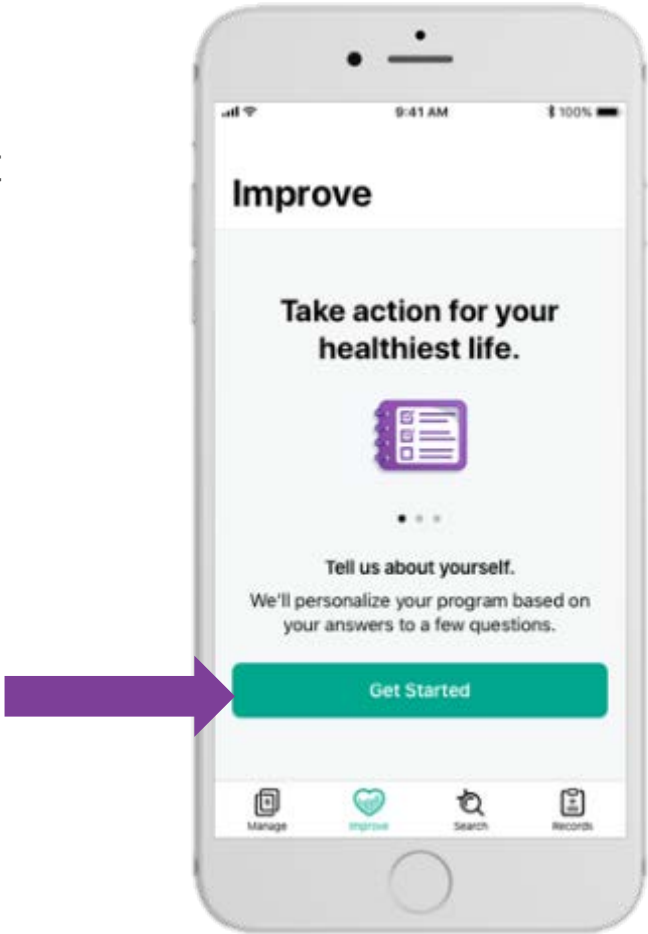
Clicking on an unpaid claim gives you the option to pay directly from the Aetna Health App.



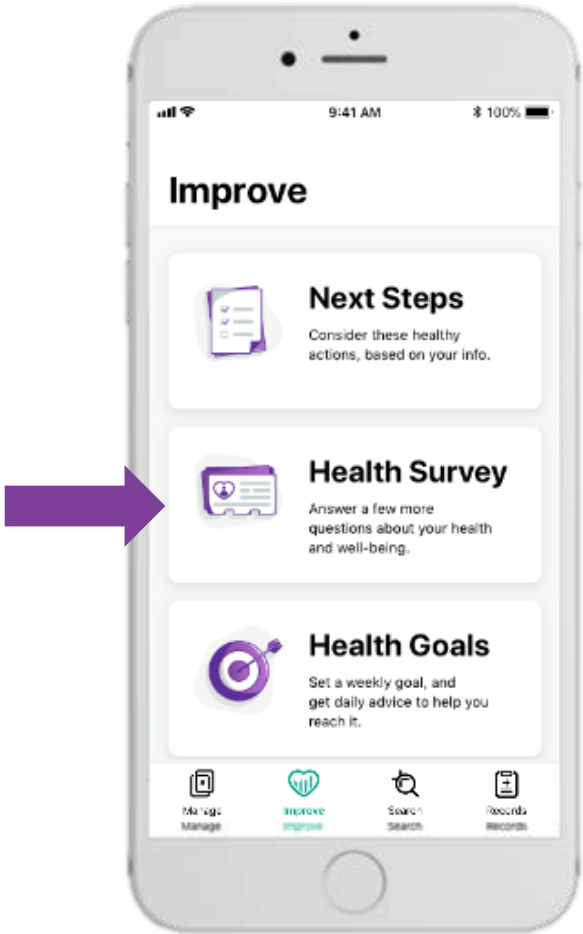
Aetna Health App – Improve tab: Completing your Health Assessment

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.

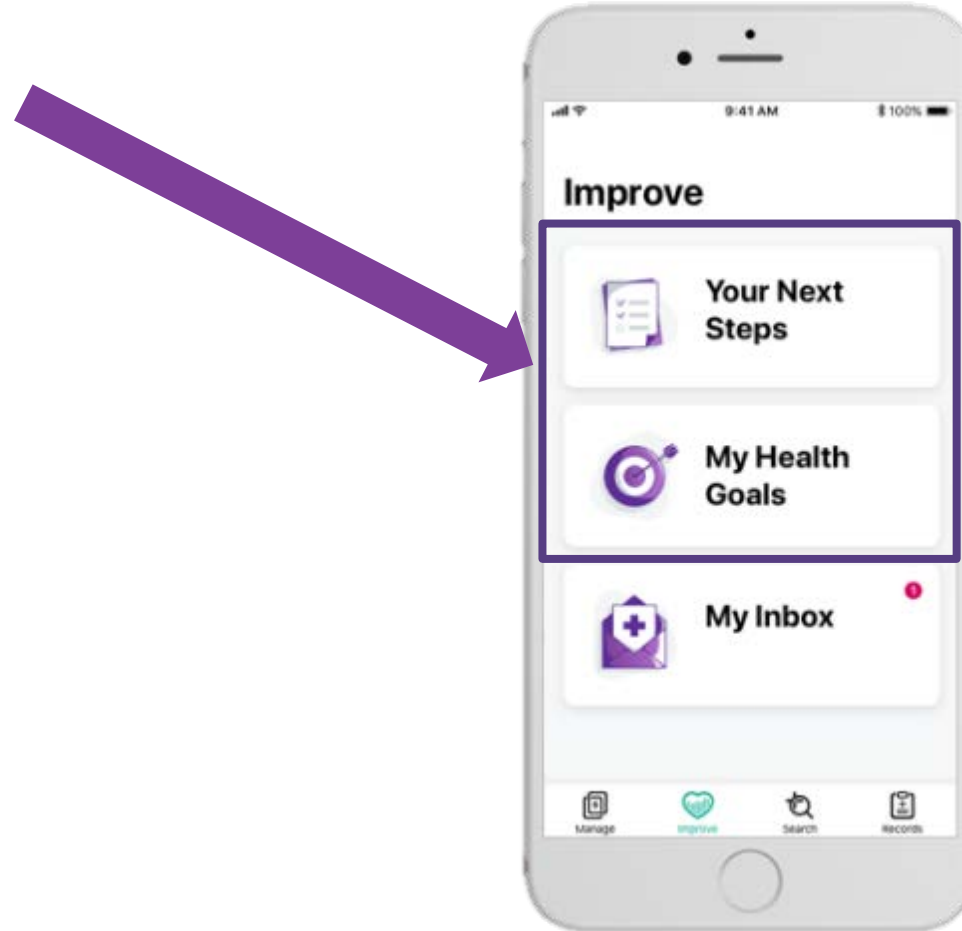


When accessing this tab after the first time, click on “Health Survey” to start, resume, or complete your Health Assessment.



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.

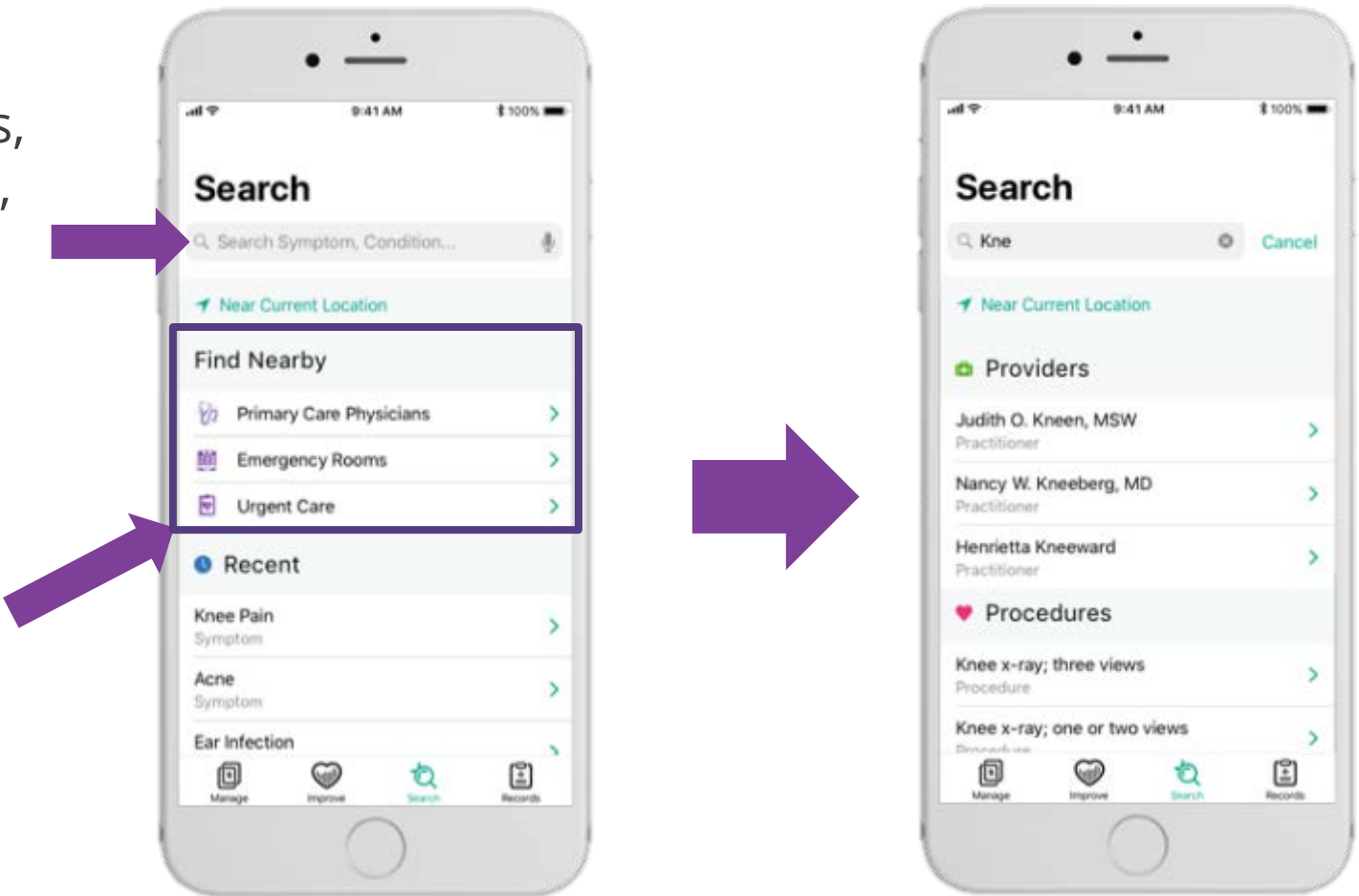


Aetna Health App – Search tab

Searching for providers, procedures, facilities, etc.

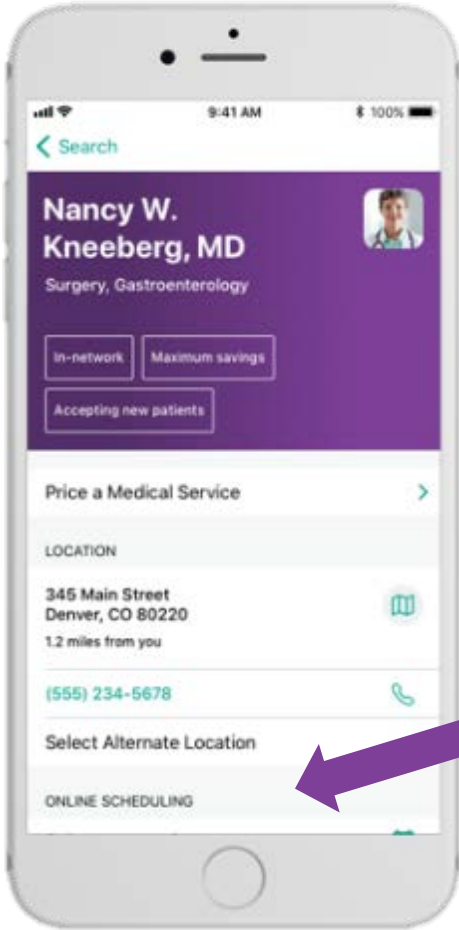
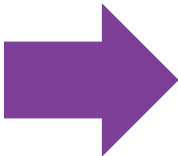
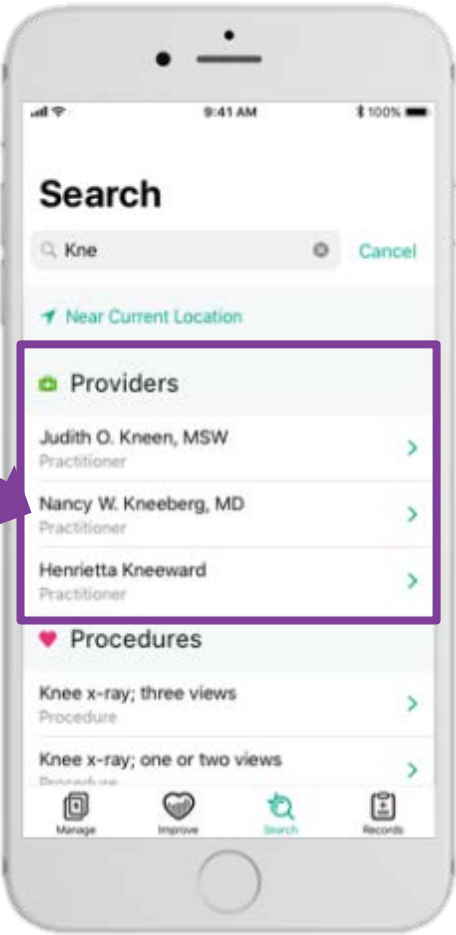
Search for providers, facilities, symptoms, and much more by typing in the search bar.

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.

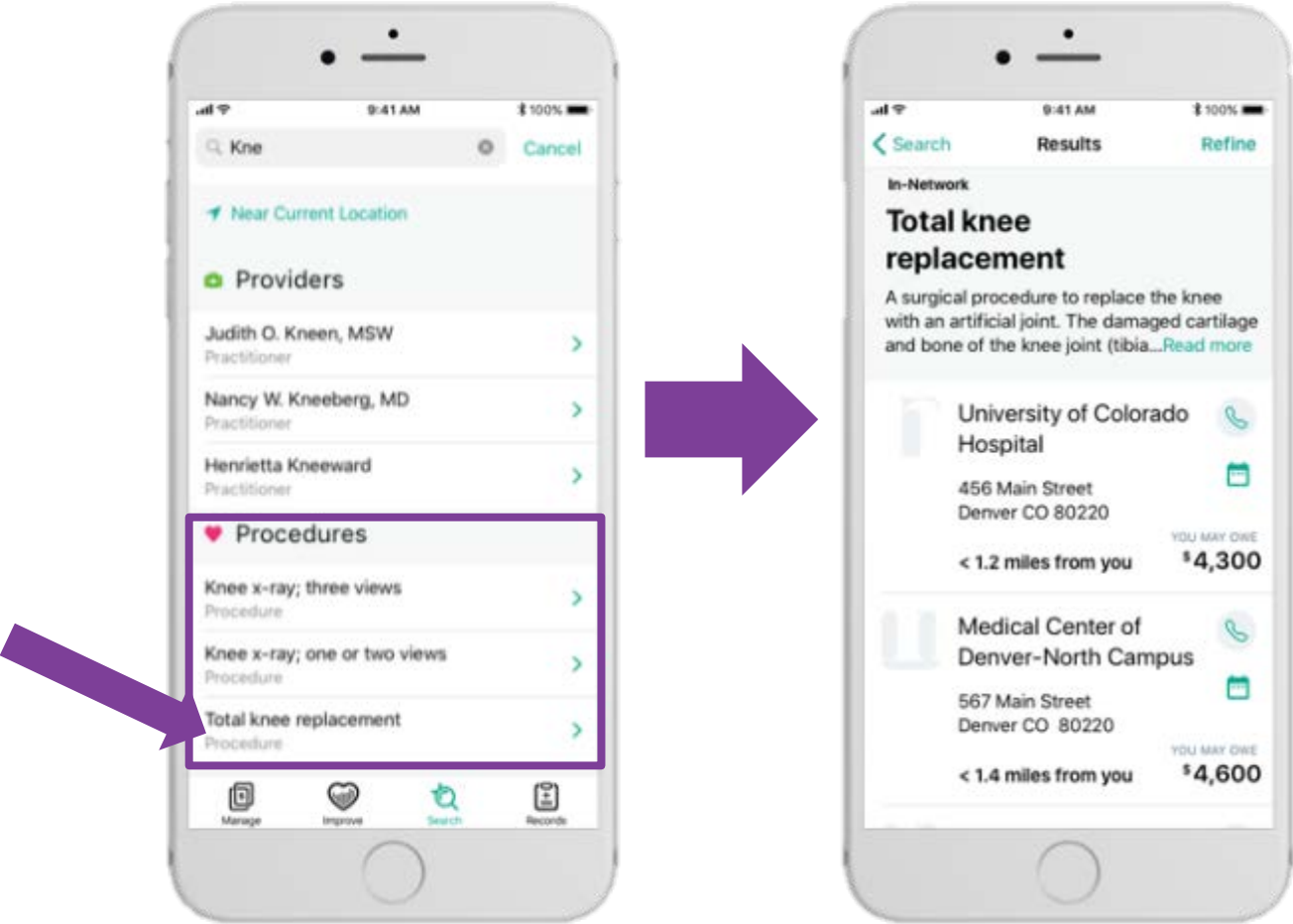


Some providers allow you to schedule an appointment directly from the Aetna Health App.

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.

