# Aetna Health Member Website and App

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Health Records, Health Assessment

Rewards Center/Incentives

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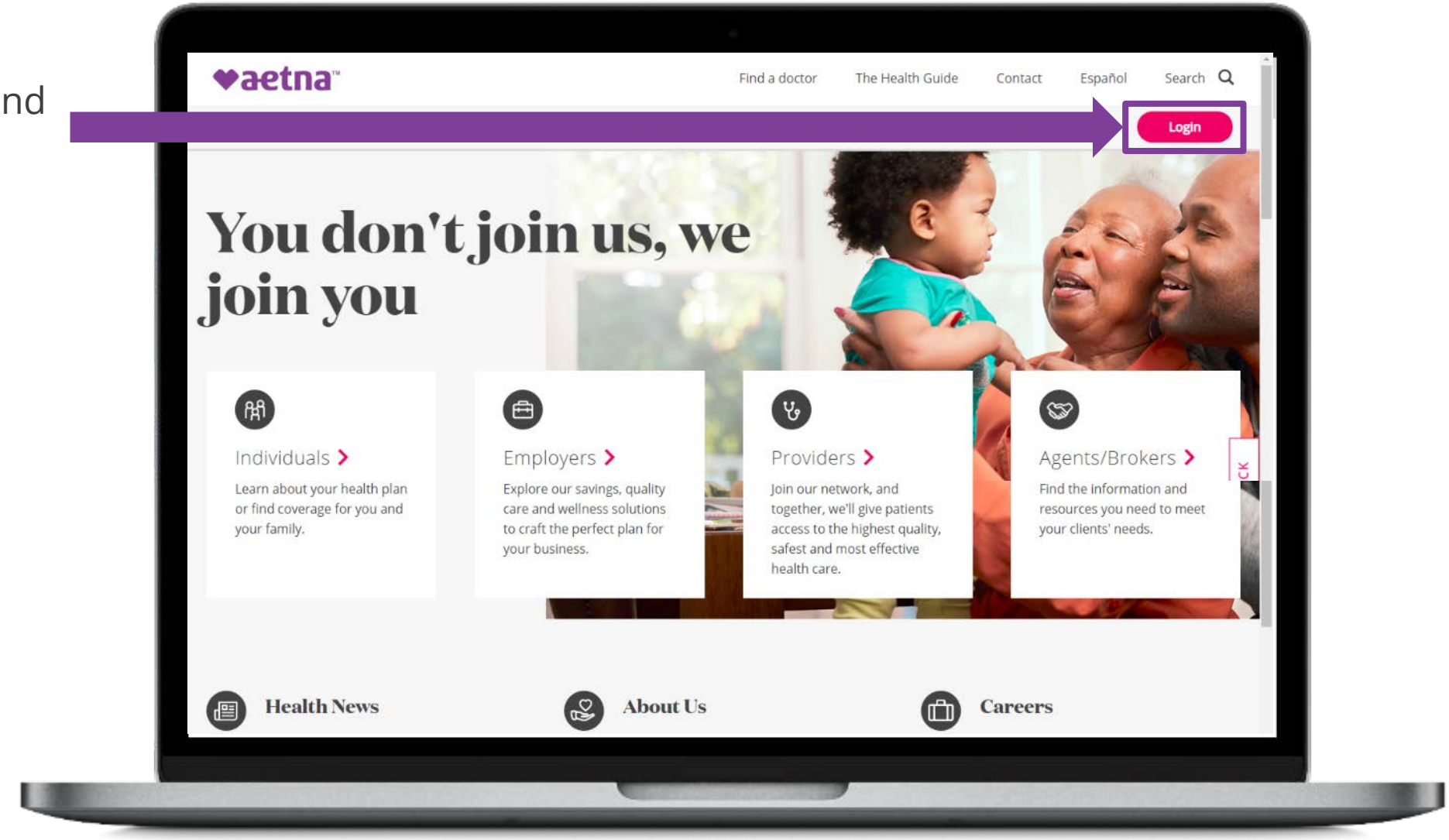
# Aetna Member Website - Logging in

Go to www.aetna.com and click on “Login.”

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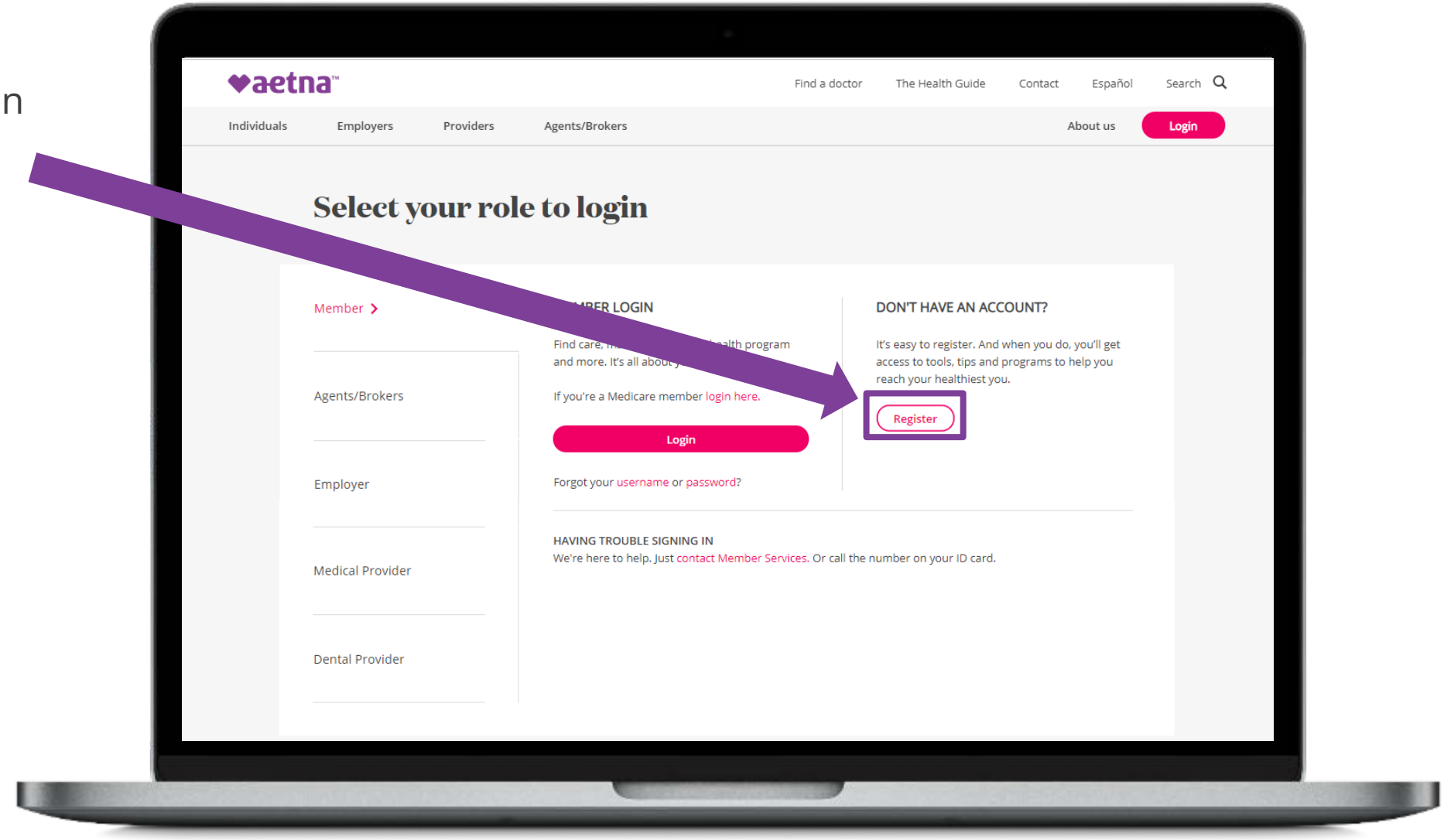
# Aetna Member Website - Logging in: Registering a new account

Within the Member Login section, click “Register.”

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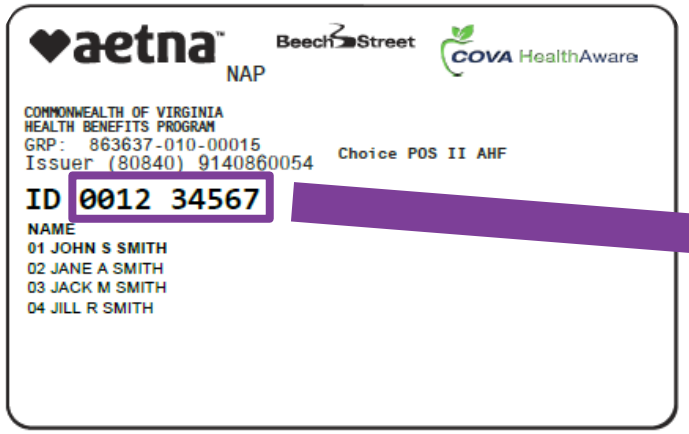
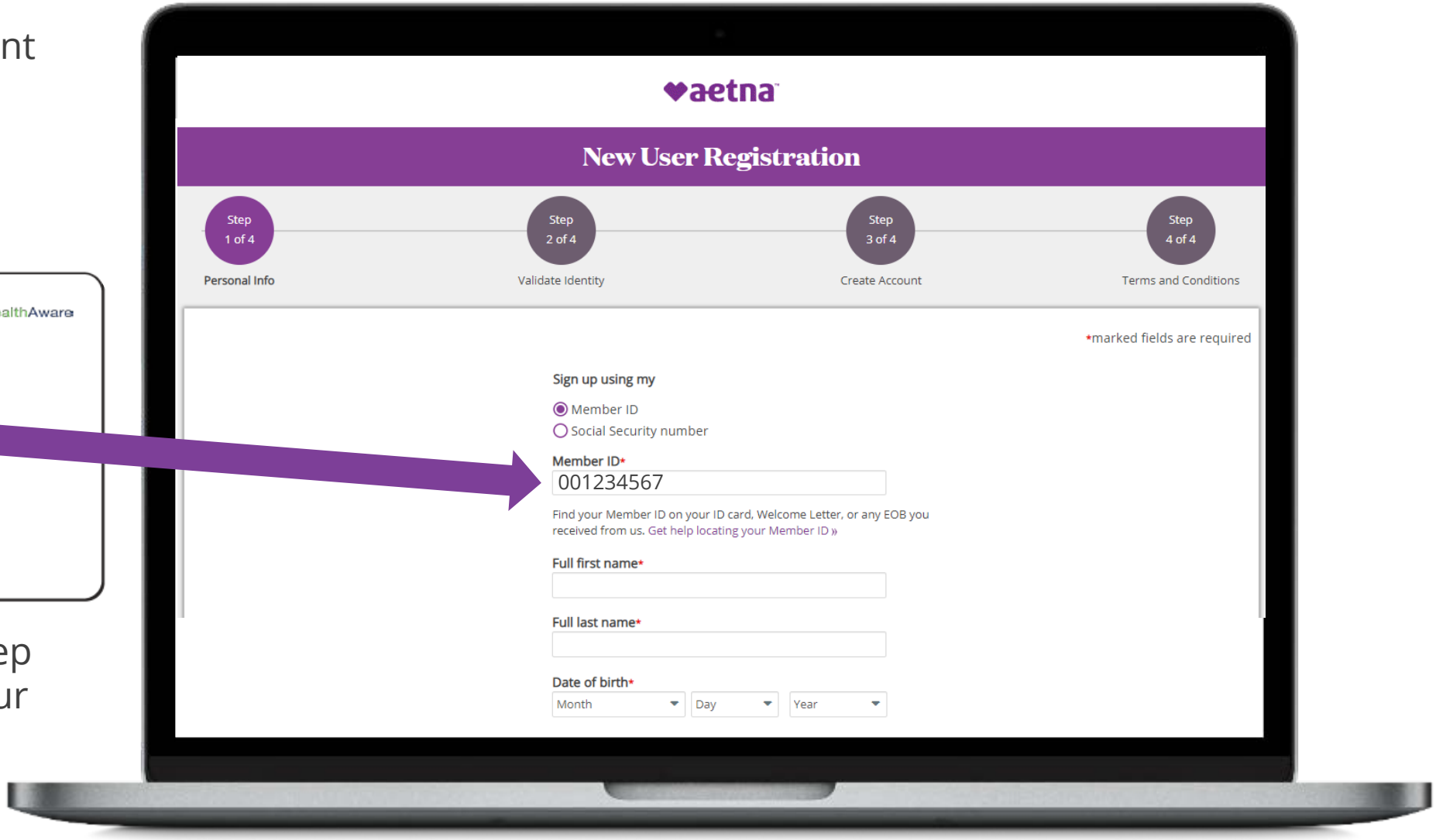
# Aetna Member Website - Logging in: Registering a new account

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.

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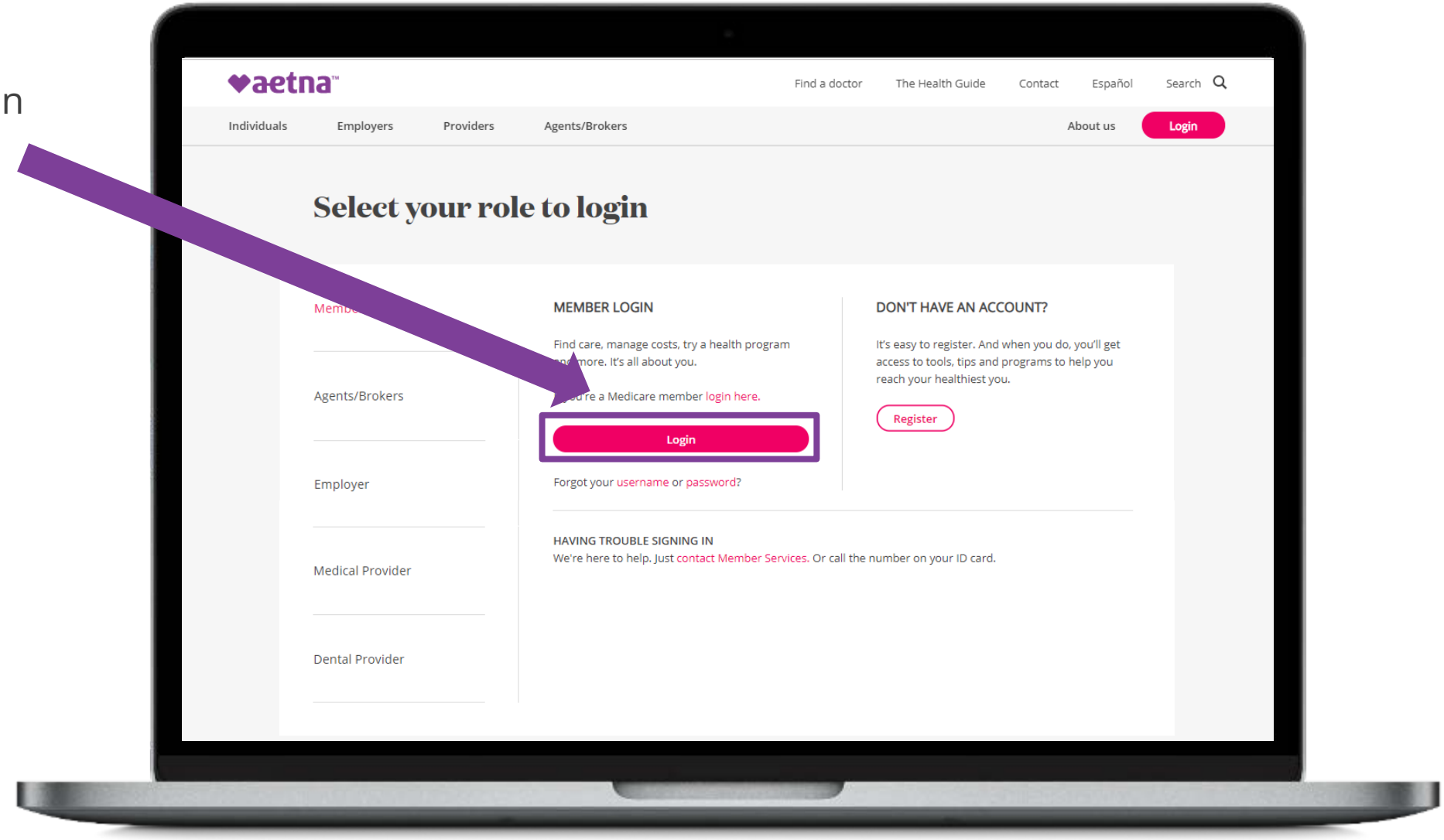
# Aetna Member Website - Logging in: Registered users

Within the Member Login section, click “Login.”

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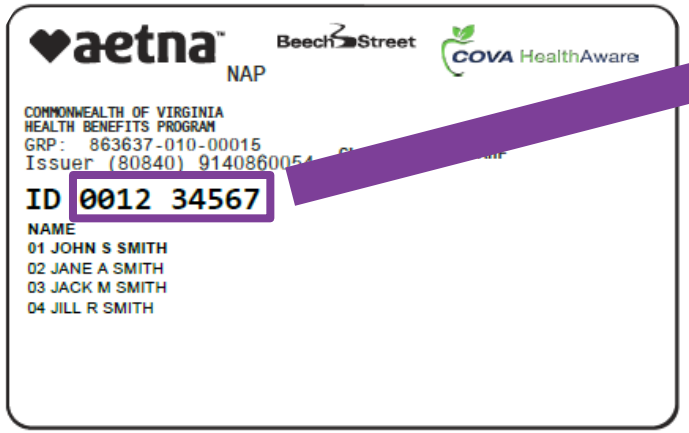
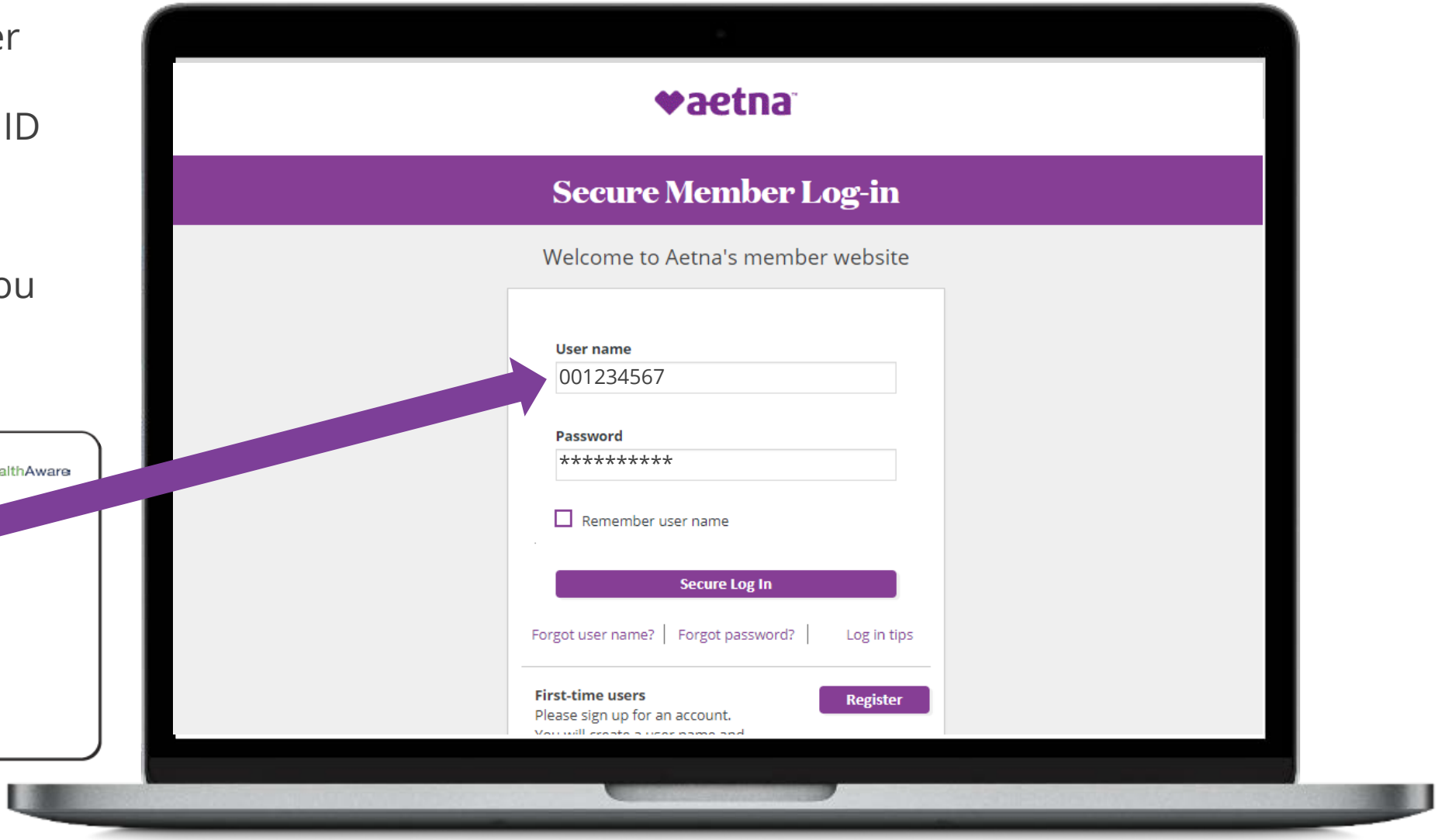
# Aetna Member Website - Logging in: Registered users

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.

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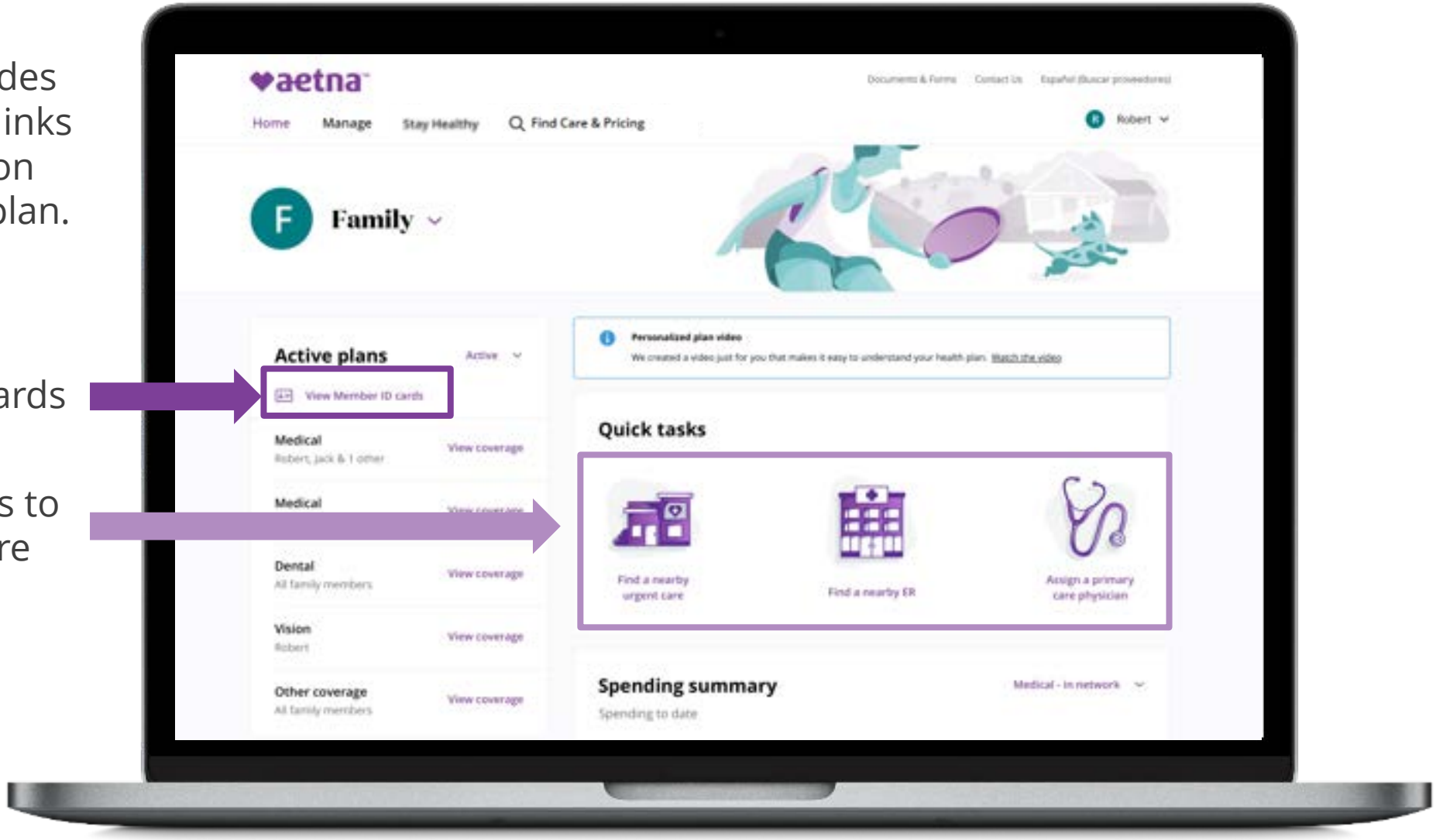
# Aetna Member Website:
# Accessing key information from the home screen

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

ID cards

Quick links to finding care

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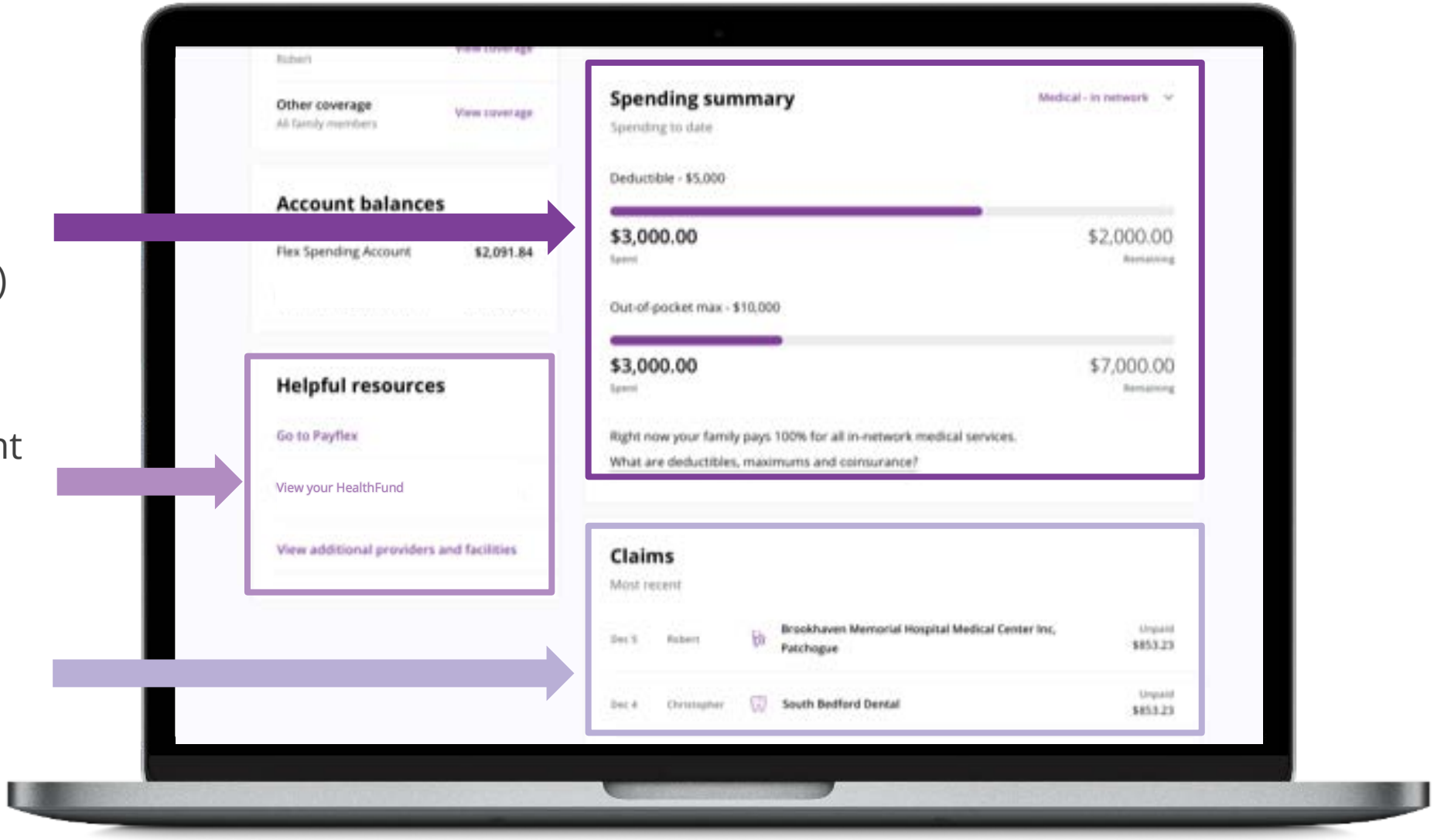
# Aetna Member Website:
# Accessing key information from the home screen

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

Links to important resources

Recent claims

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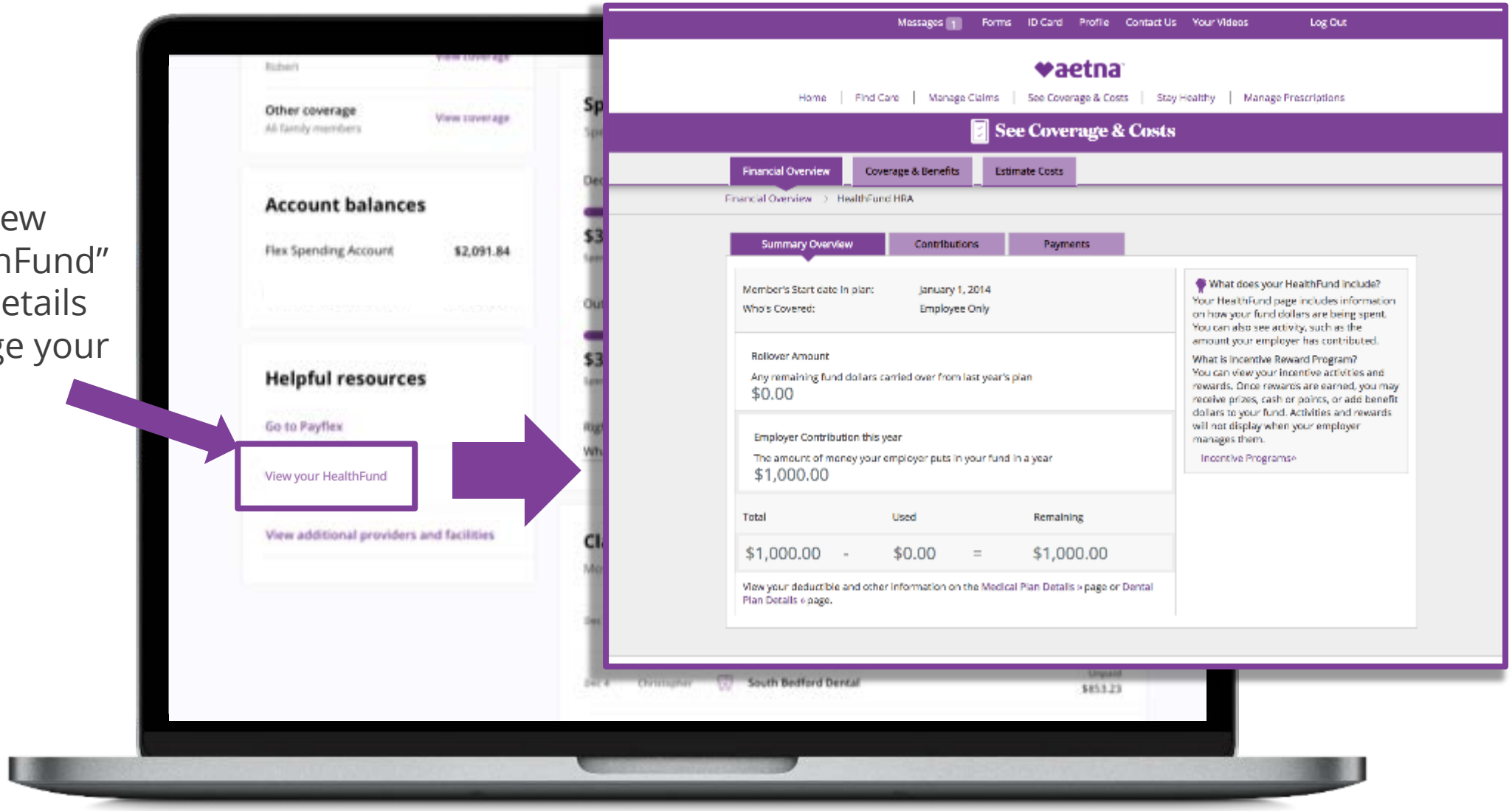
# Aetna Member Website: Accessing your Aetna HealthFund (HRA)

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

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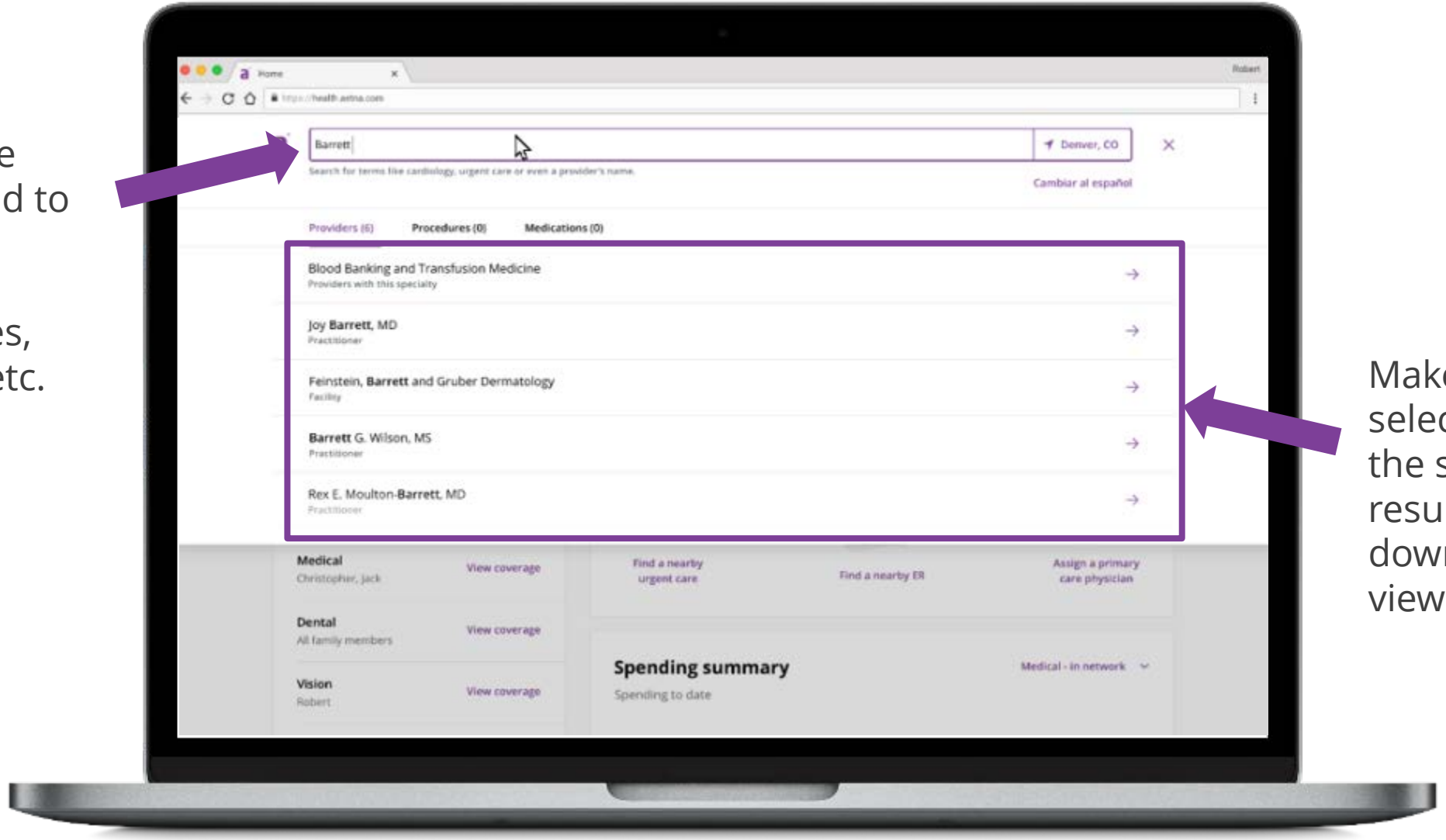
# Aetna Member Website:
# Searching for providers, procedures, facilities, etc.

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.

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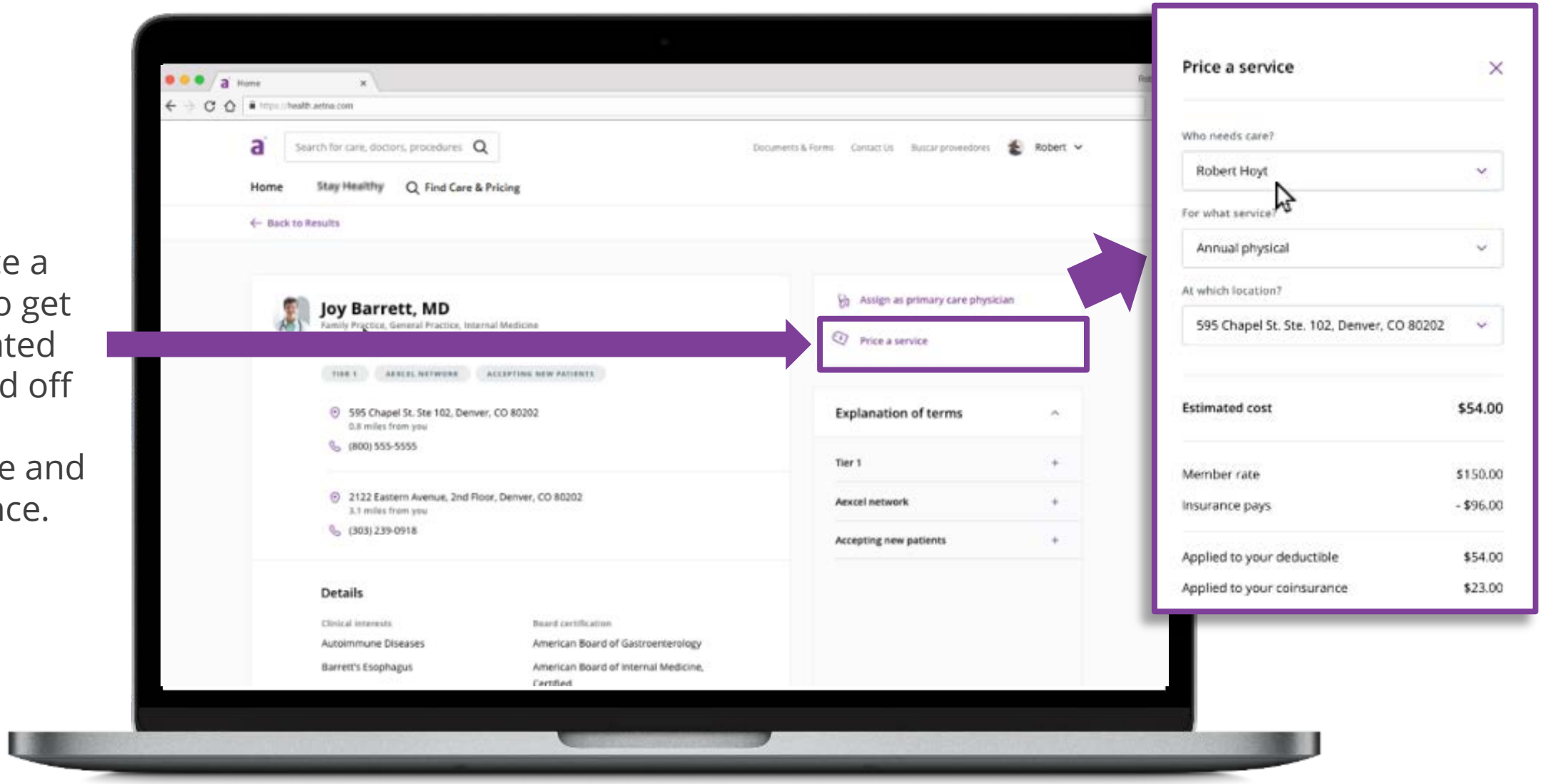
# Aetna Member Website: Estimating the cost of care

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

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# Aetna Member Website: Managing Claims

Home | Stay Healthy | Find Care & Pricing

← Back to 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 |

| | |
|---|---|
| Amount billed | $205.25 |
| Member rate | -$132.15 |
| Amount saved | $70.10 |
| Applied to your deductible | $122.15 |
| 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: W263950304

Claim ID: MM081129JD

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.

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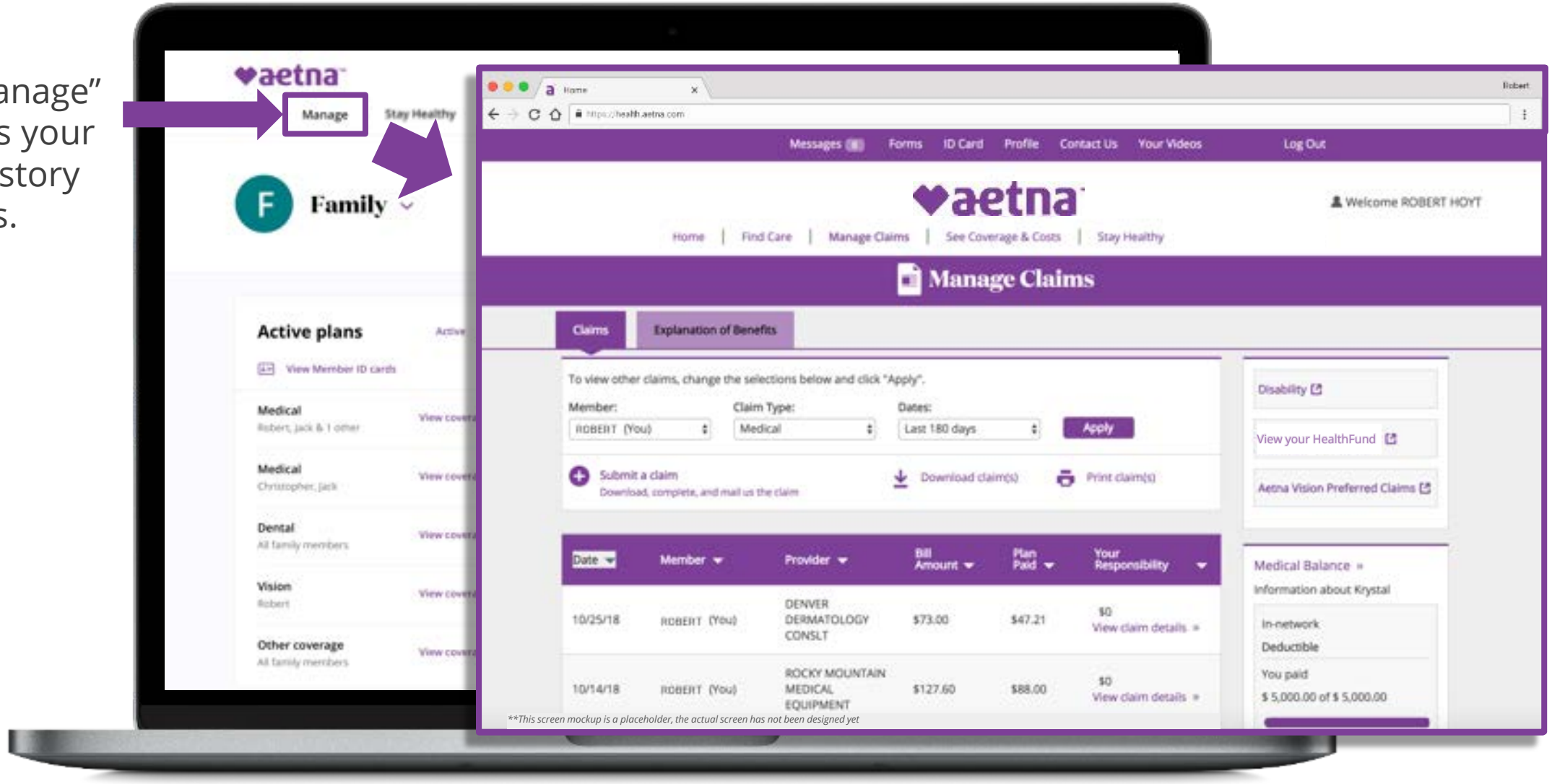
# Aetna Member Website: Managing Claims

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

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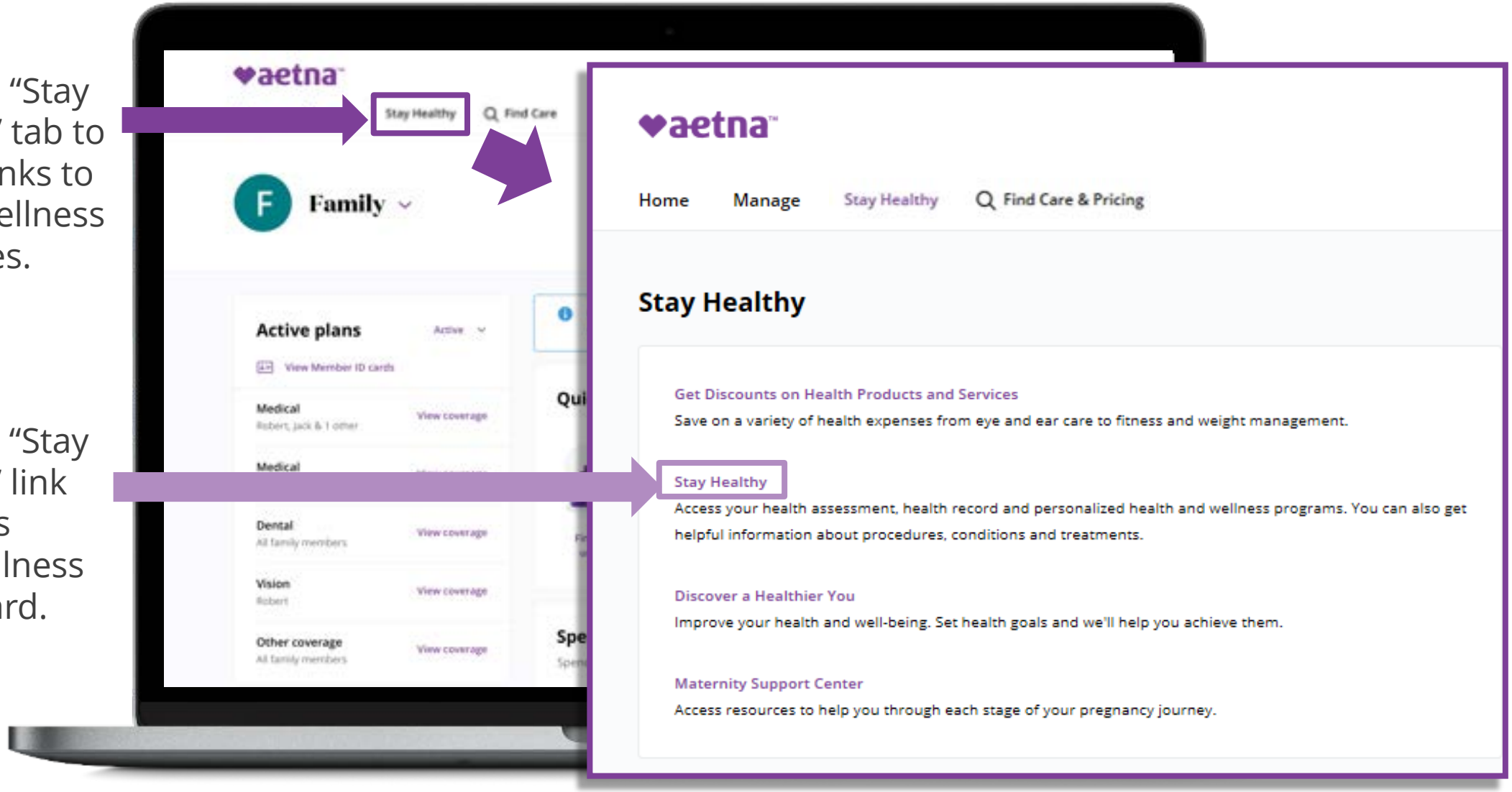
# Aetna Member Website: Accessing Aetna Wellness Programs

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

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

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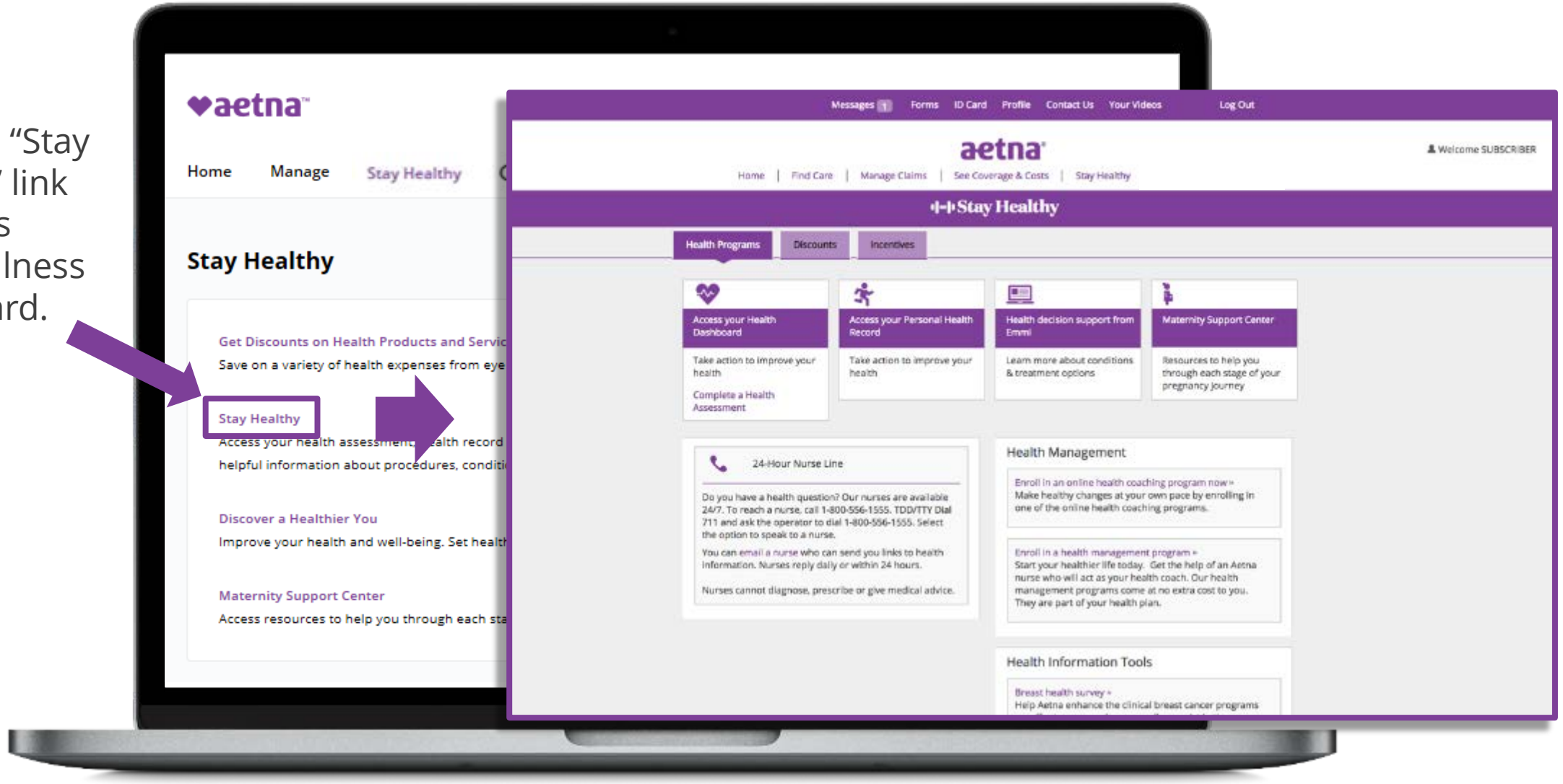
# Aetna Member Website: Accessing Aetna Wellness Programs

Click the "Stay Healthy" link to access your wellness dashboard.

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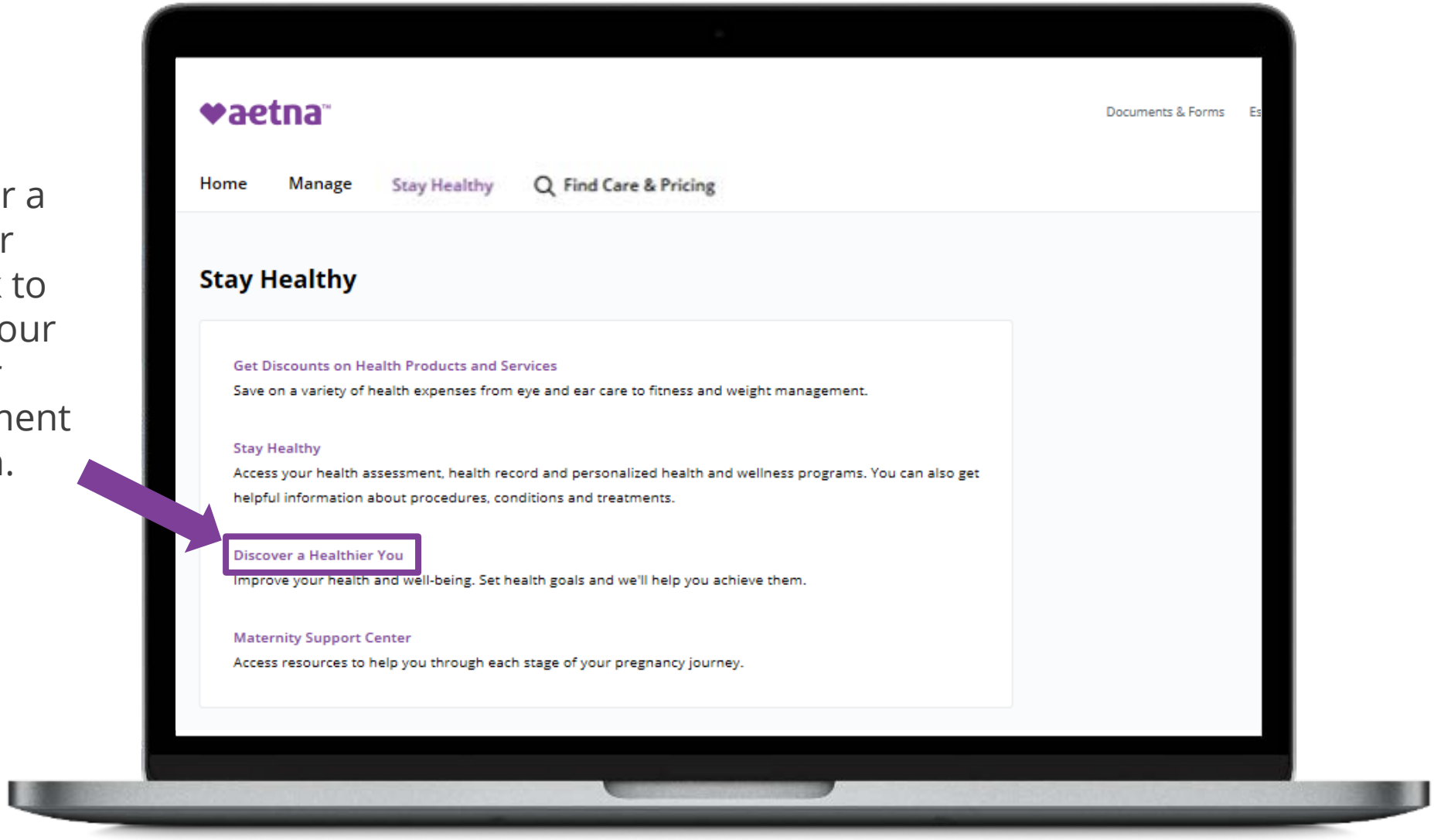
# Aetna Member Website:
# Accessing the Member Engagement Platform

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

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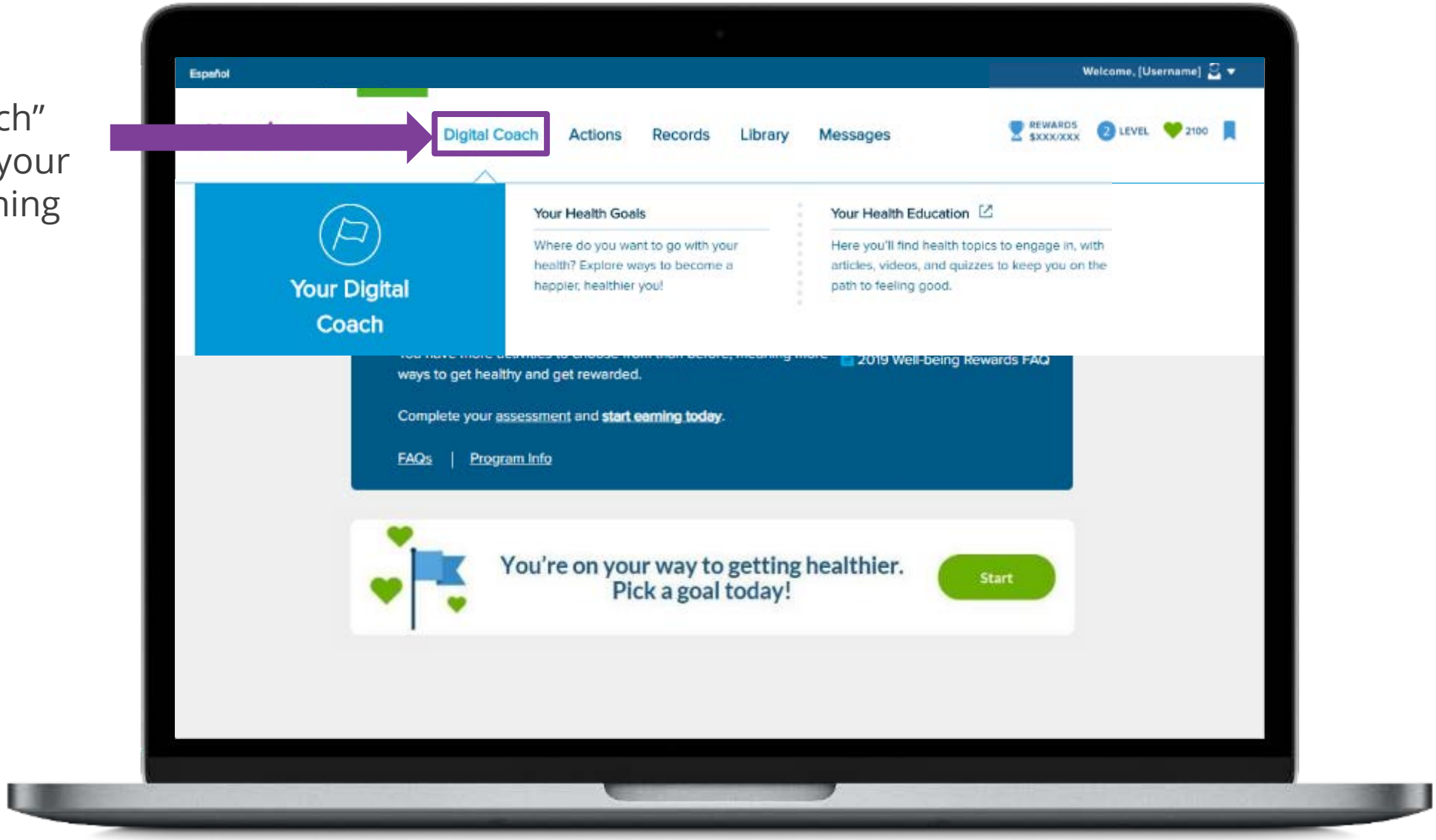
# Member Engagement Platform: Engaging with your Digital Coach

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

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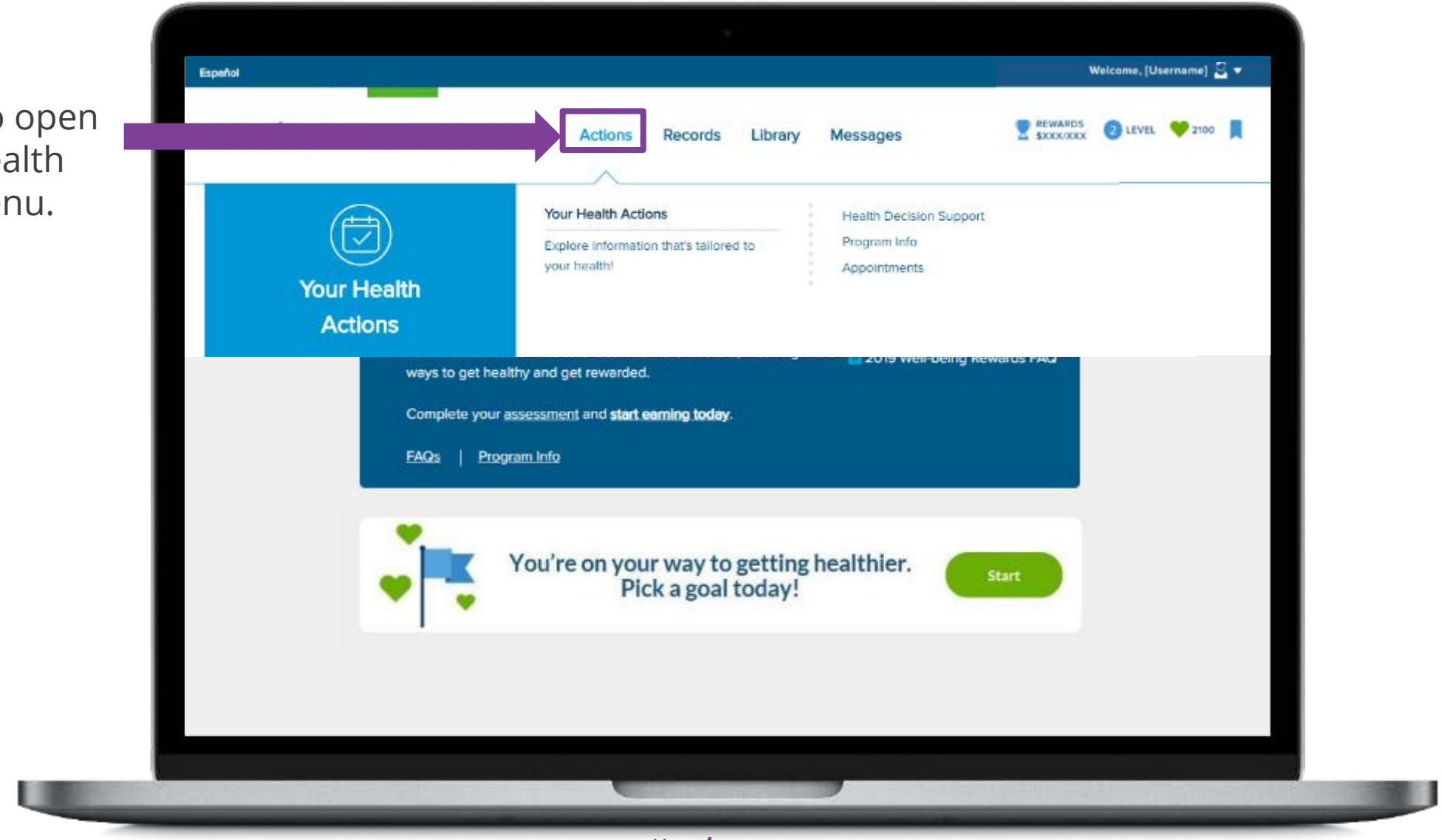
# Member Engagement Platform: Accessing your Health Actions

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

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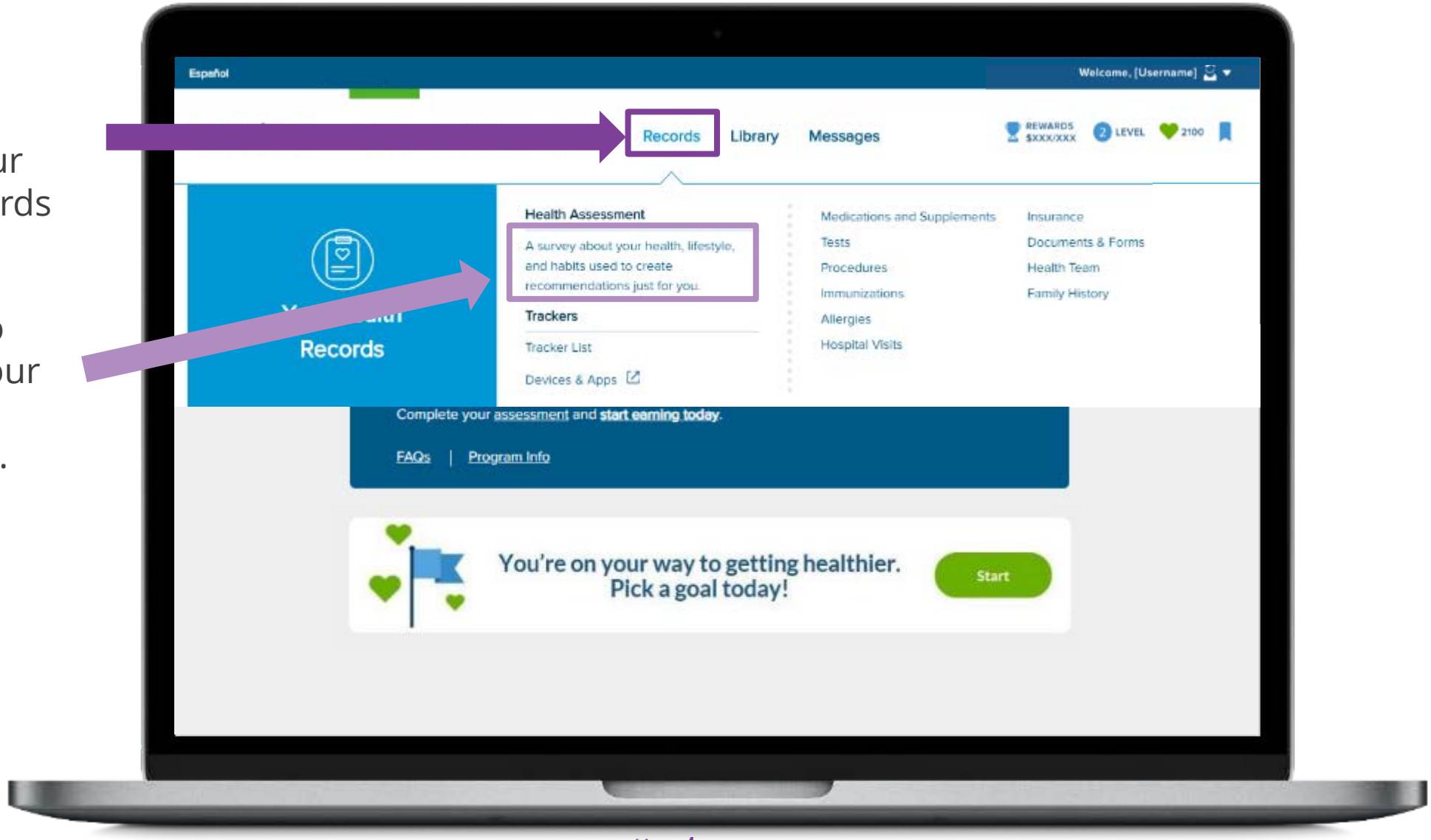
# Member Engagement Platform:
# Accessing Your Health Records and Health Assessment

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

Click here to complete your Health Assessment.

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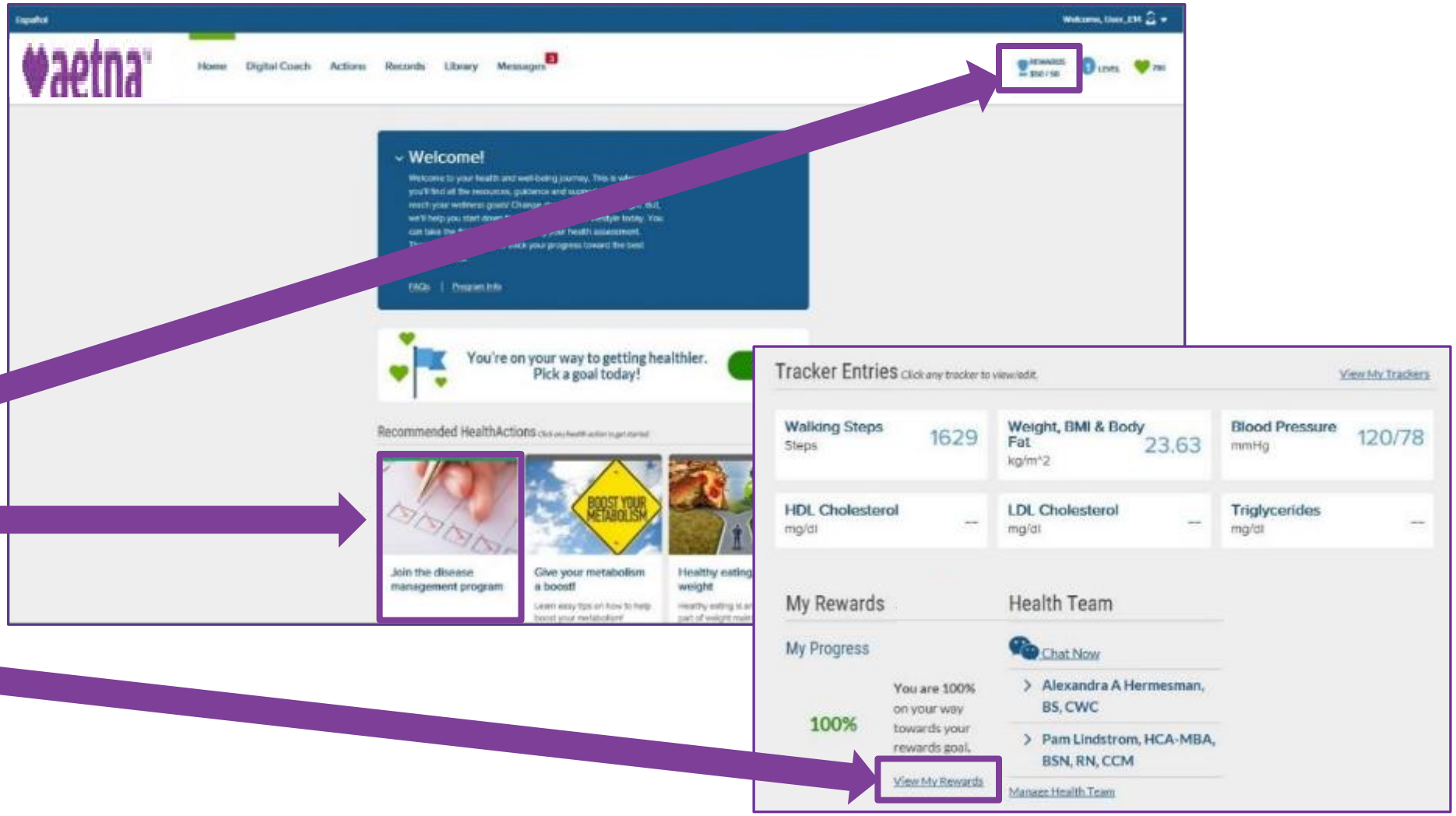
# Member Engagement Platform: Accessing your Rewards Center/Incentives

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.

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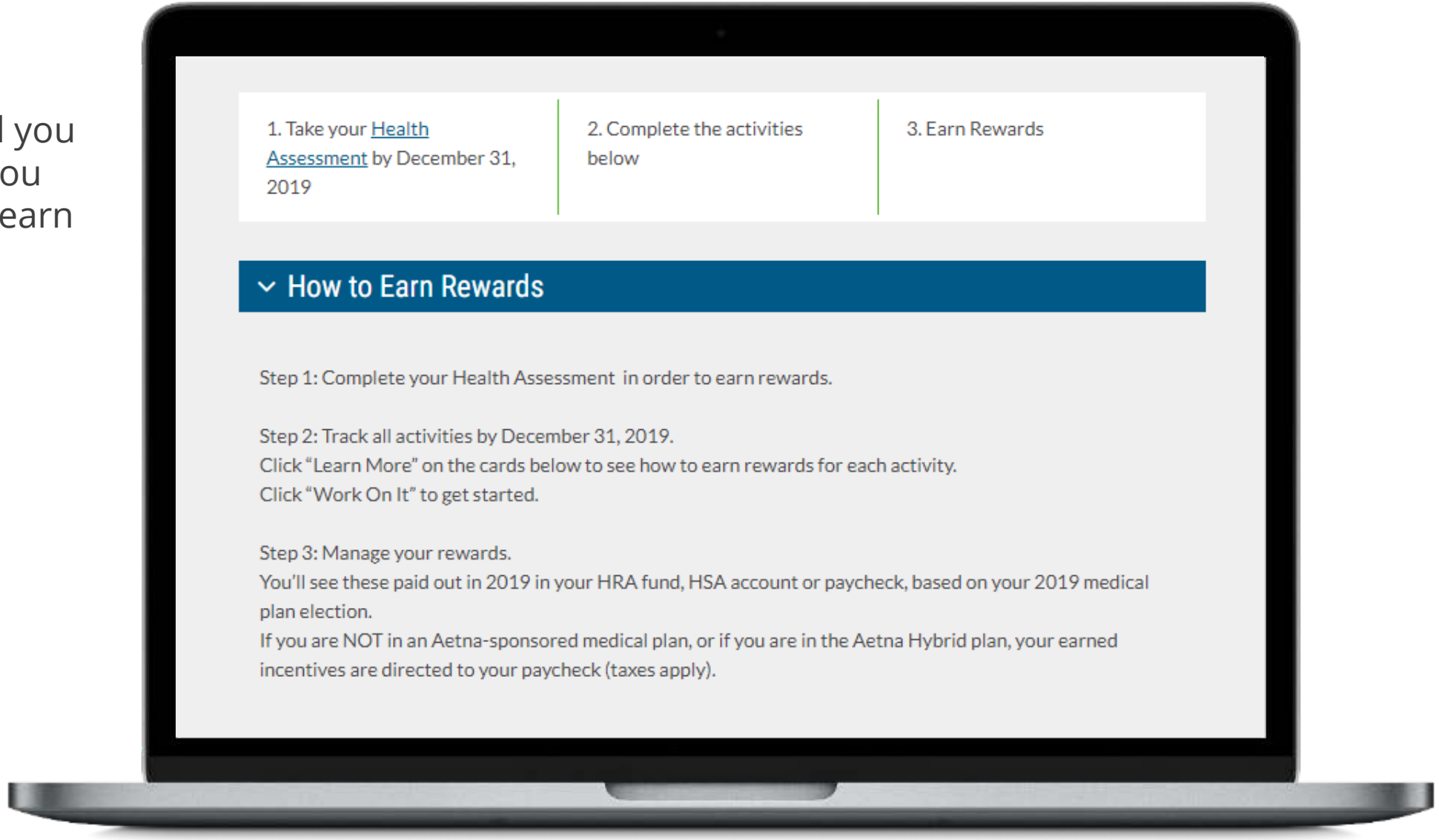
# Member Engagement Platform: Accessing your Rewards Center/Incentives

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

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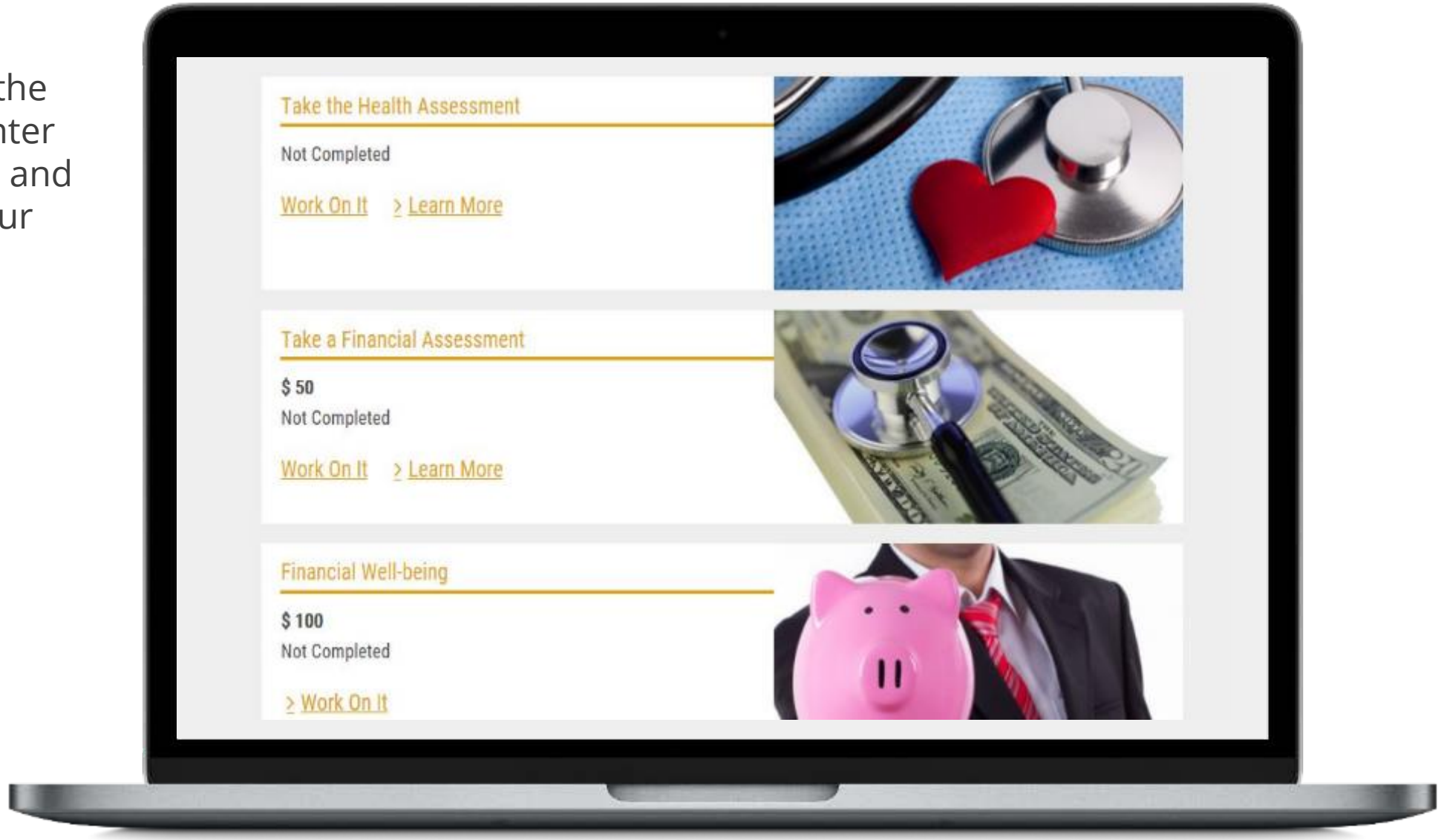
# Member Engagement Platform: Accessing your Rewards Center/Incentives

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

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# Locating the Aetna Health app

## Direct links

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

Download on the App Store

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

GET IT ON Google Play

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

## Text-to-download

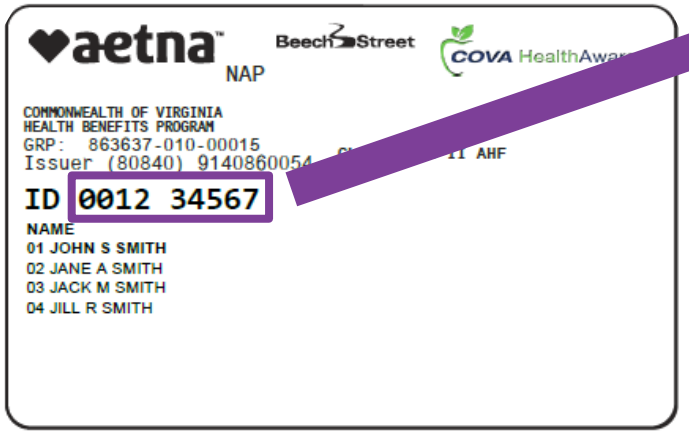
*Text AETNAHEALTHAPP to 90156 to receive a link to download the Aetna Health app (message and data rates may apply).**

**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.



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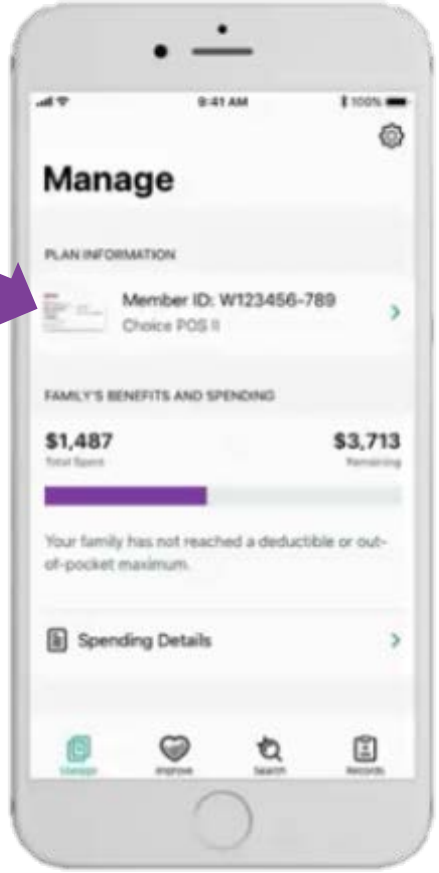
# Aetna Health App – Manage tab: Viewing your ID card

Click the ID card section to view your ID Card

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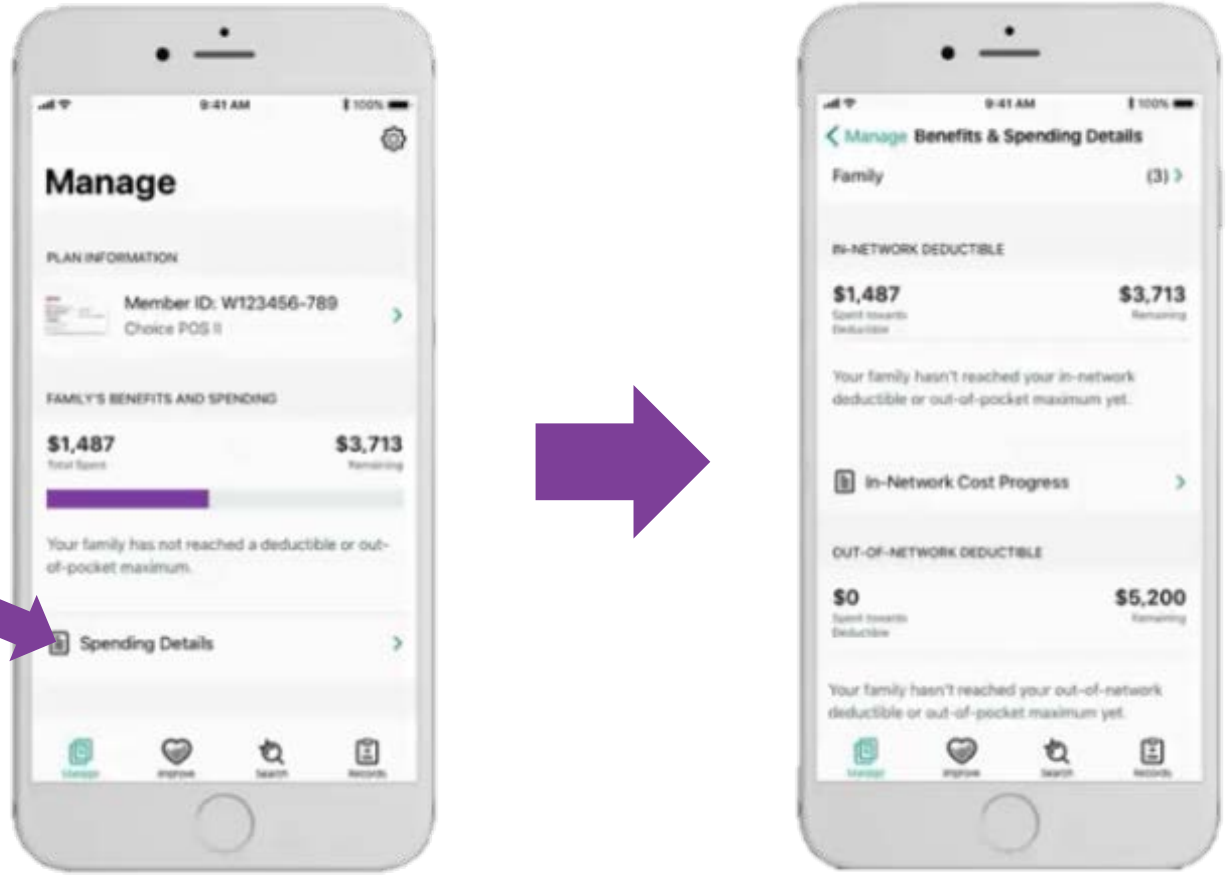
# Aetna Health App – Manage tab: Viewing your benefits and spending details

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

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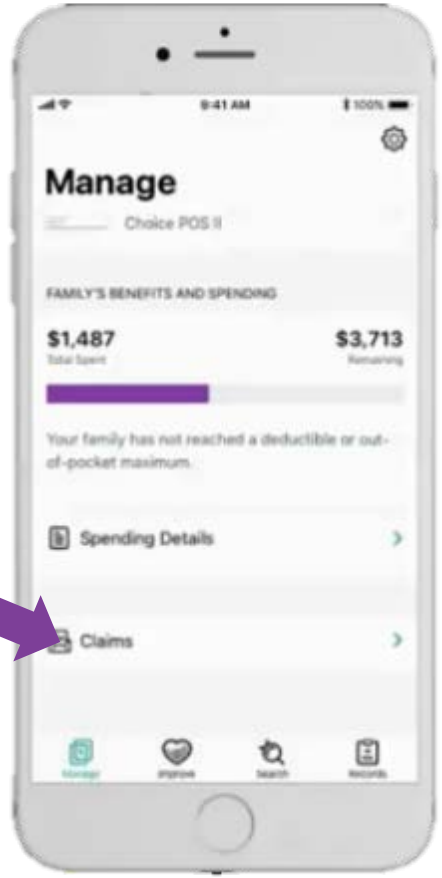
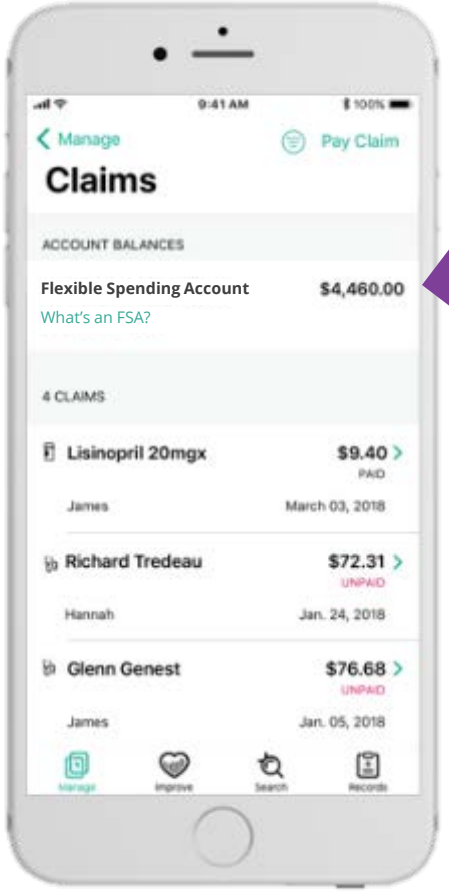
# Aetna Health App – Manage tab: Viewing your claims and FSA balance

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.

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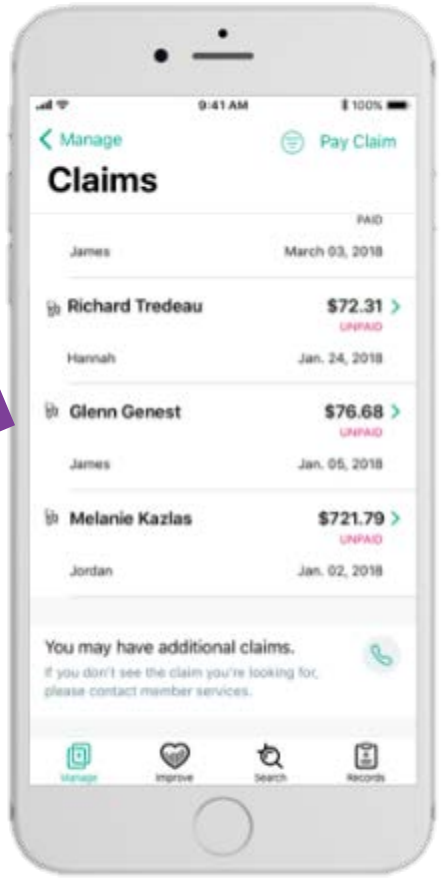
# Aetna Health App – Manage tab
# Paying a claim

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



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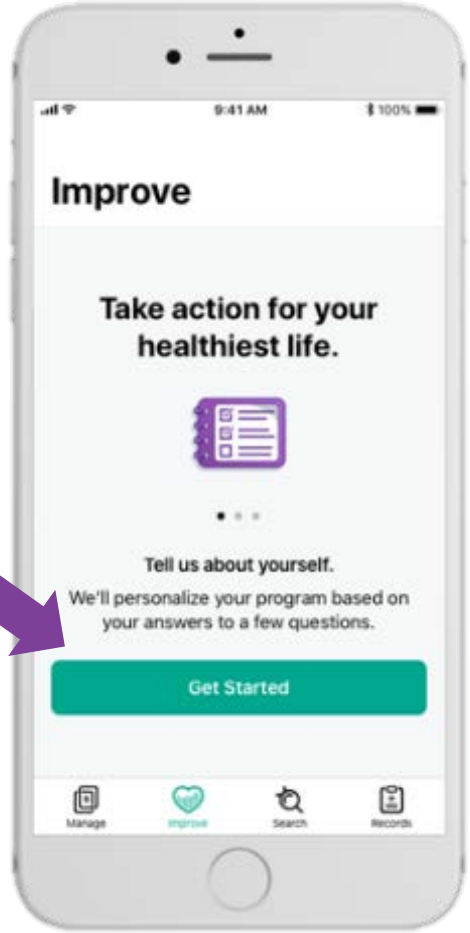
# Aetna Health App – Improve tab: Completing your Health Assessment

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

Click on “Get Started” to start, resume, or complete your Health Assessment.

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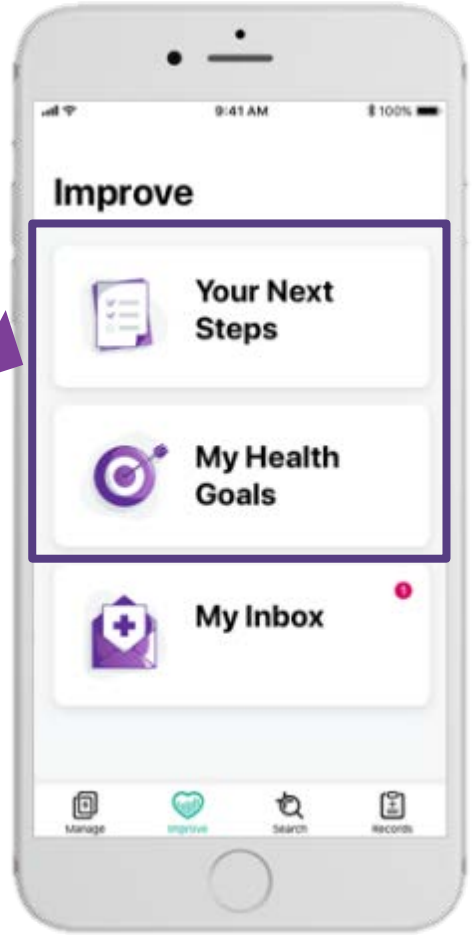
# Aetna Health App – Improve tab: Accessing digital coaching

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

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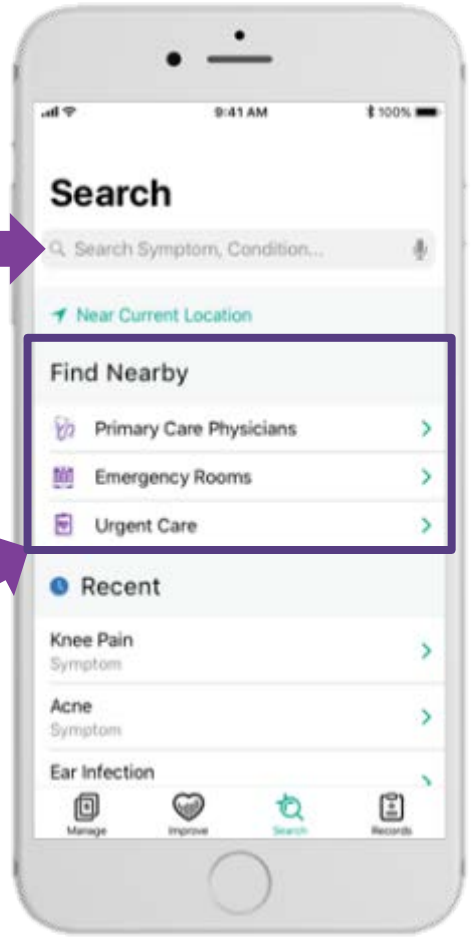
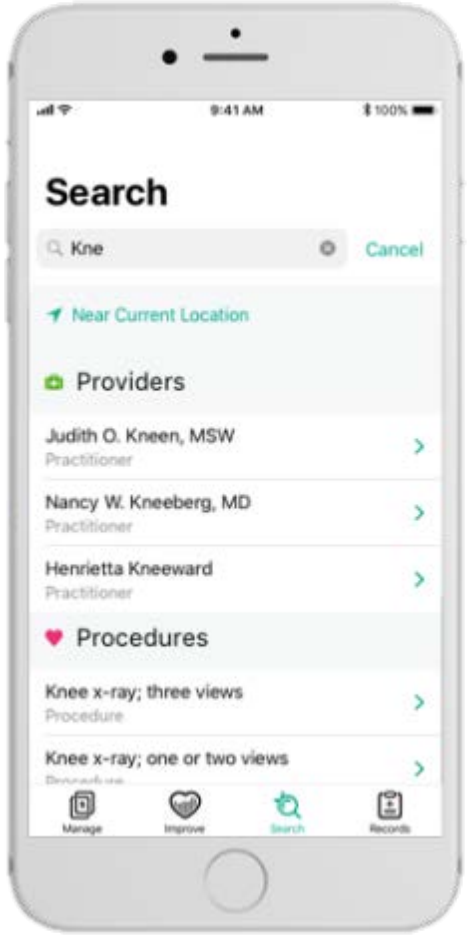
# Aetna Health App – Search tab
# Searching for providers, procedures, facilities, etc.

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.

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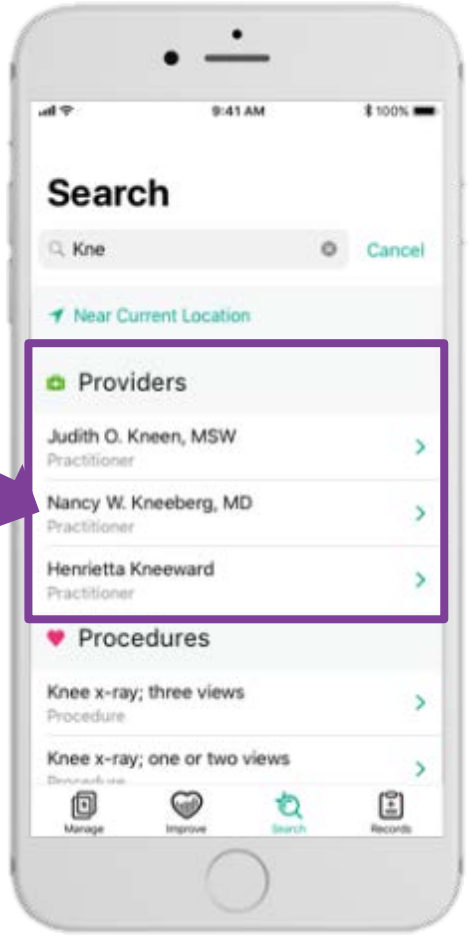
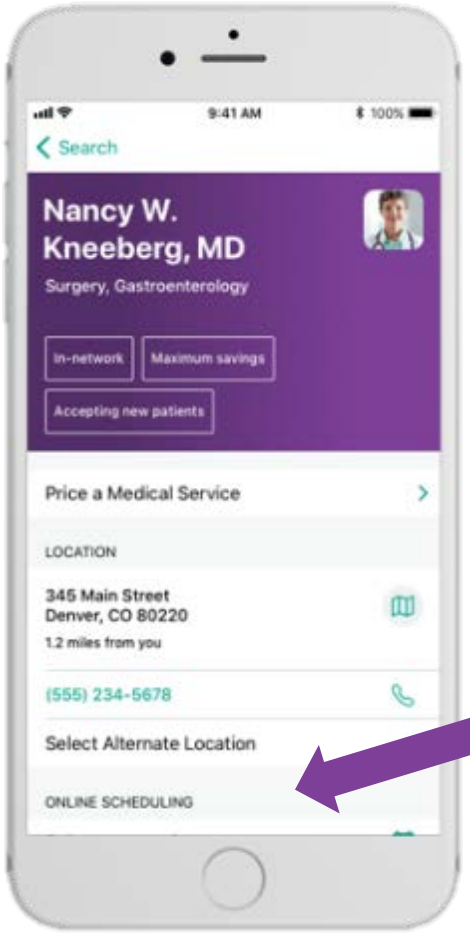
# Aetna Health App – Search tab:
# Searching for providers, procedures, facilities, etc.

Click on a provider to see their details.




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

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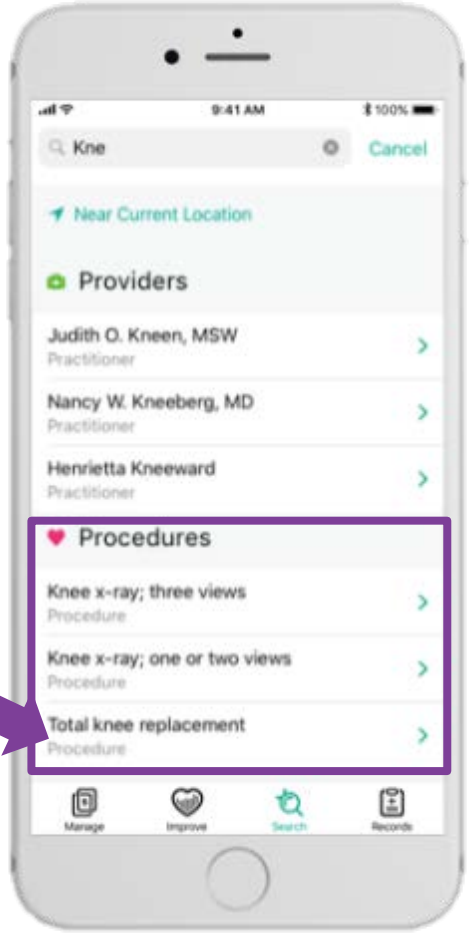
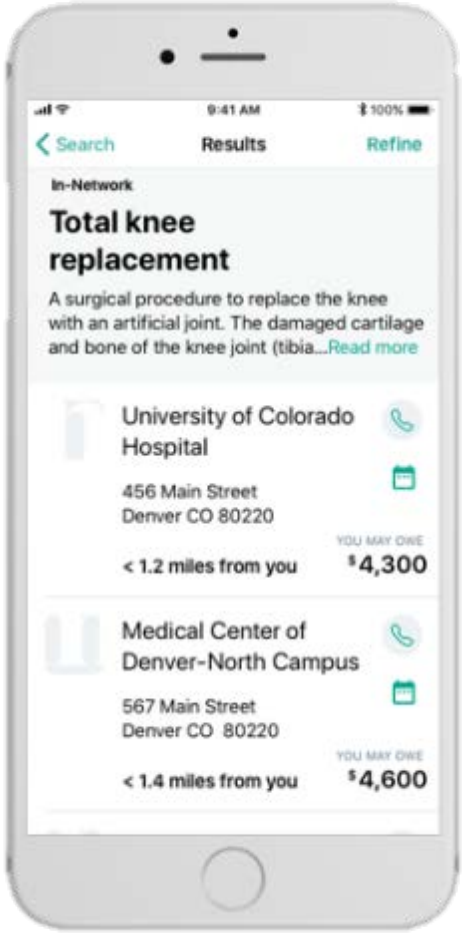
# Aetna Health App – Search tab
# Searching for providers, procedures, facilities, etc.

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

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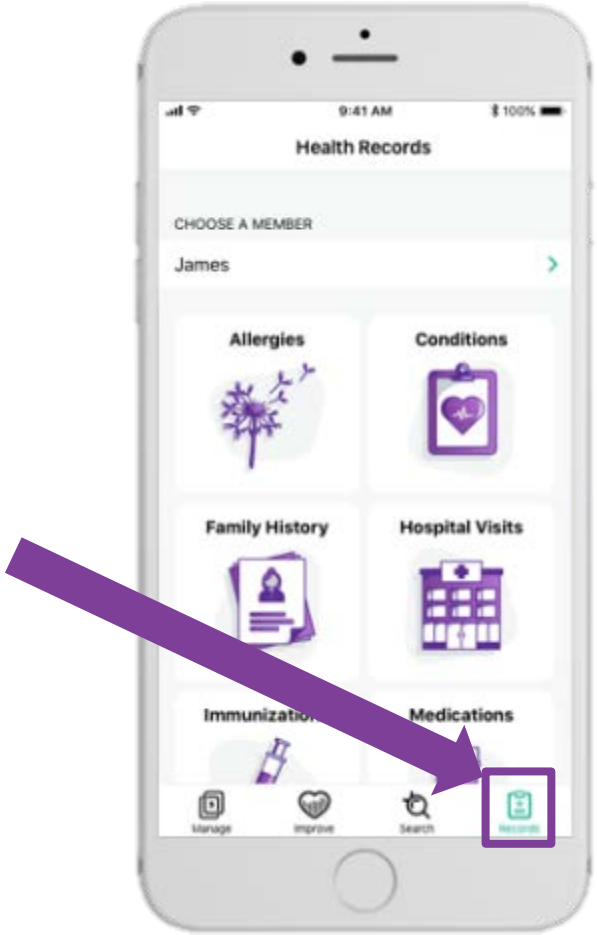
# Aetna Health App – Records tab: Viewing your health records

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

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