



Aetna Health Digital Reference Guide



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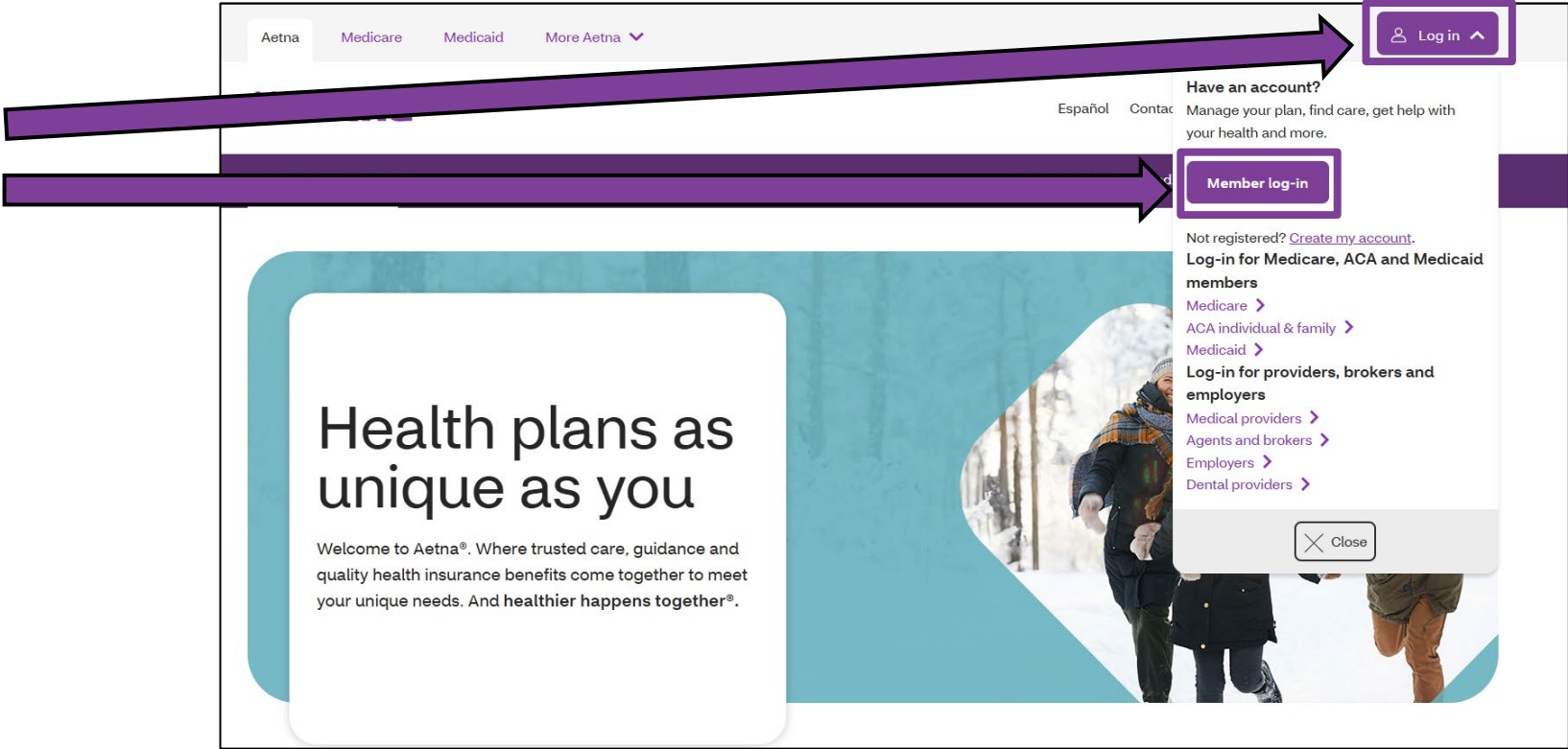
Aetna Member Website



Aetna Member Website: Logging in

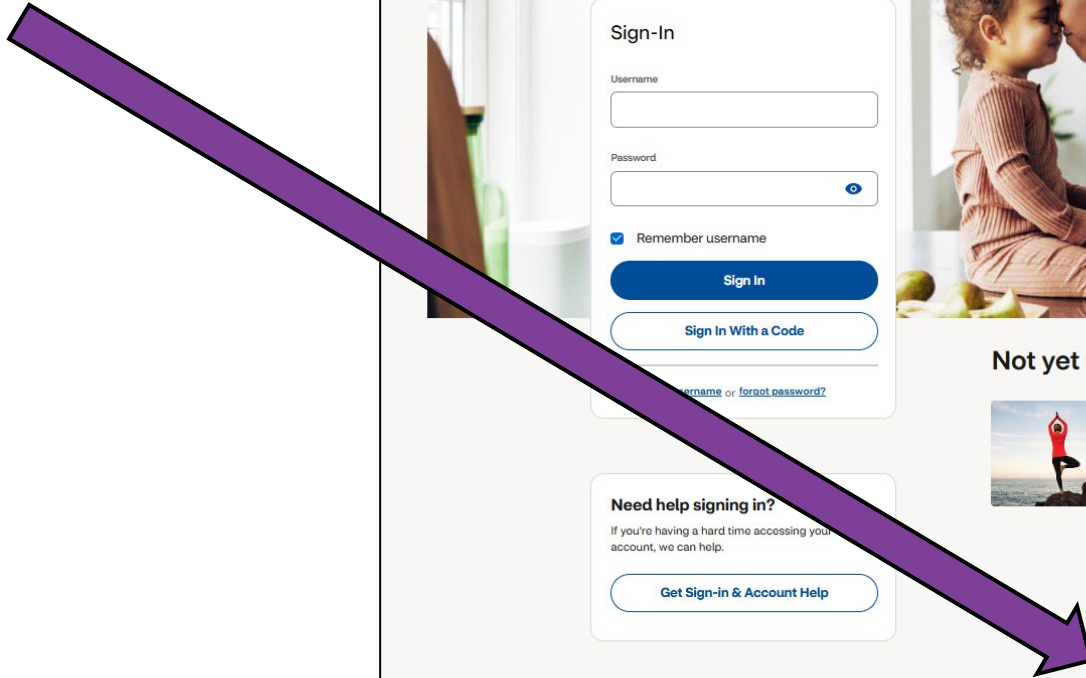
Go to www.aetna.com.

Click on **Log in**, then
Member log-in.



Aetna Member Website: Registering a new account

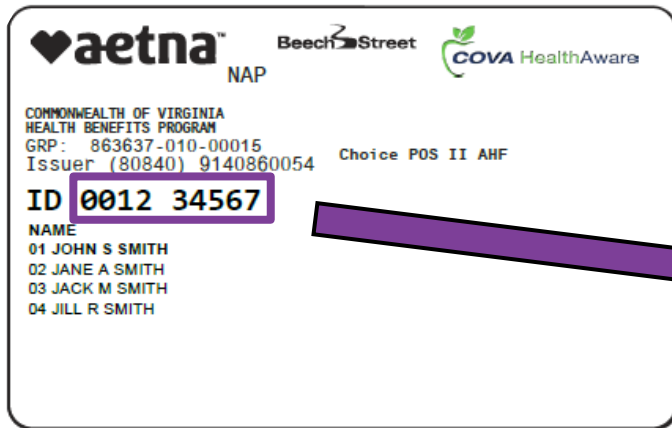
Click **Create an Account**.



The screenshot shows the Aetna member website interface. At the top, there is a navigation bar with the Aetna logo, a language selector set to 'English', and links for 'Sign In', 'Create Account', and 'Help'. Below the navigation bar is a large banner image of a woman kissing a young child on the cheek. On the left side of the page, there is a 'Sign-In' form with fields for 'Username' and 'Password', a 'Remember username' checkbox, and buttons for 'Sign In' and 'Sign In With a Code'. Below the sign-in form is a link for 'Forgot your username or forgot password?'. On the right side, there is a section titled 'Not yet registered?' with a sub-section 'Advantages of an online account' listing benefits like finding in-network providers, locating walk-in clinics, tracking deductibles, reviewing claims, managing prescriptions, and accessing wellness programs. Below this is a link 'Who can create an account?' and another link 'What you'll need for registration'. At the bottom right, the 'Create an Account' button is highlighted with a purple border.

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.

English Sign In Create Account Help

Create Your Online Account

Step 1 of 3
Find Your Plan
Next: Verify Your Identity

Find Your Plan Verify Your Identity Set Up Account

Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

Identification Method

- Plan and ID type
- U.S. mobile phone number you provided at enrollment

Plan Type
Employer or school

Look up plan with
Aetna Member ID

Aetna Member ID
ID 001234567

First Name
Last Name
Date of Birth (MM/DD/YYYY)

Continue

Find Your Member ID

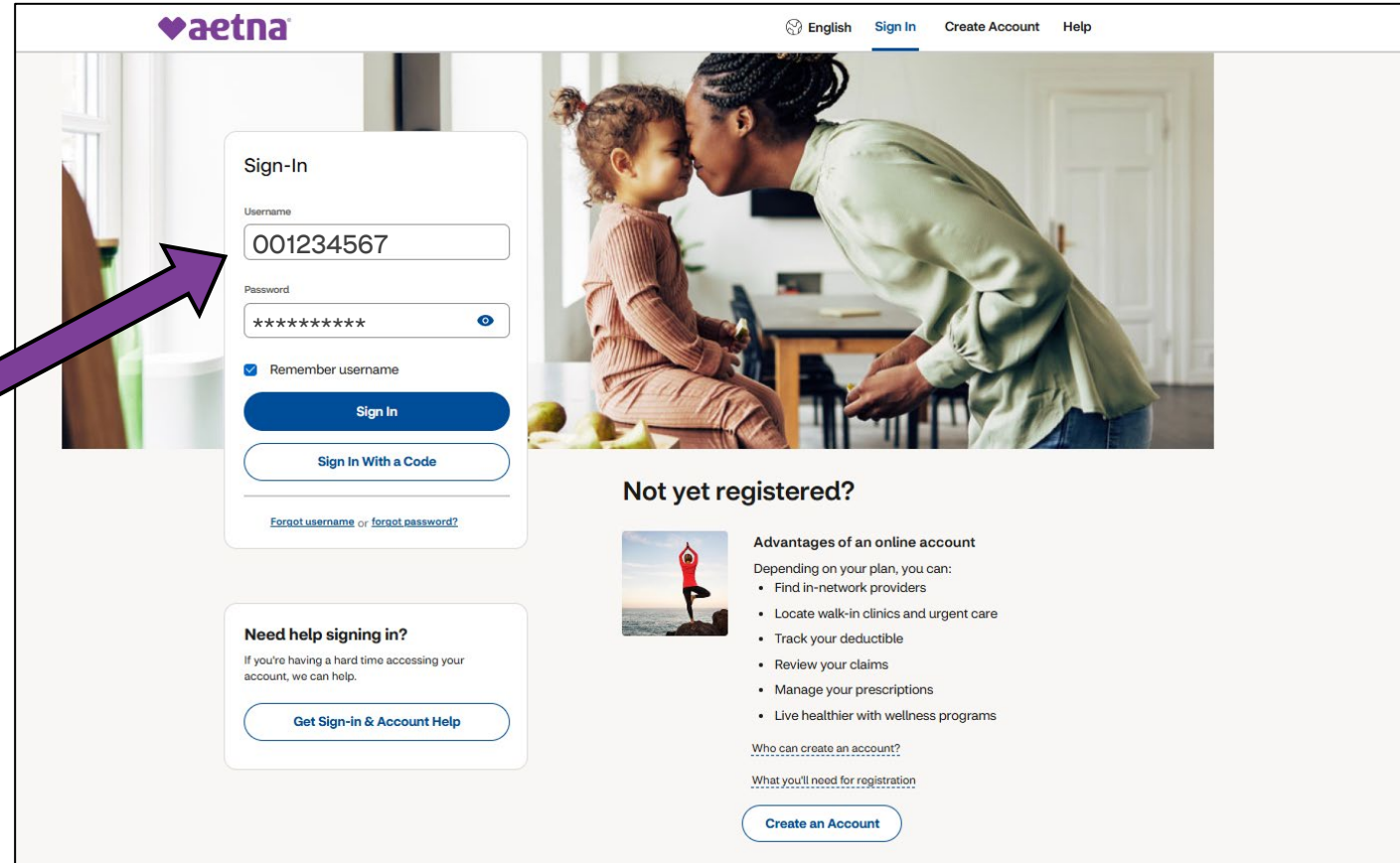
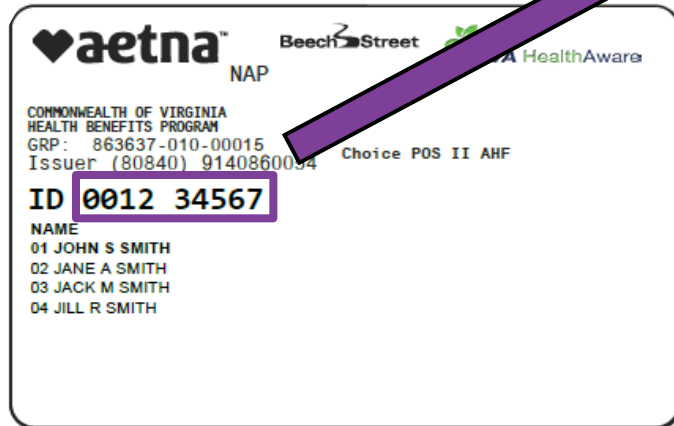
Depending on your plan type, you'll need your Aetna Member ID, Social Security Number (SSN) or mobile number to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.

Aetna Member Website: Registered users

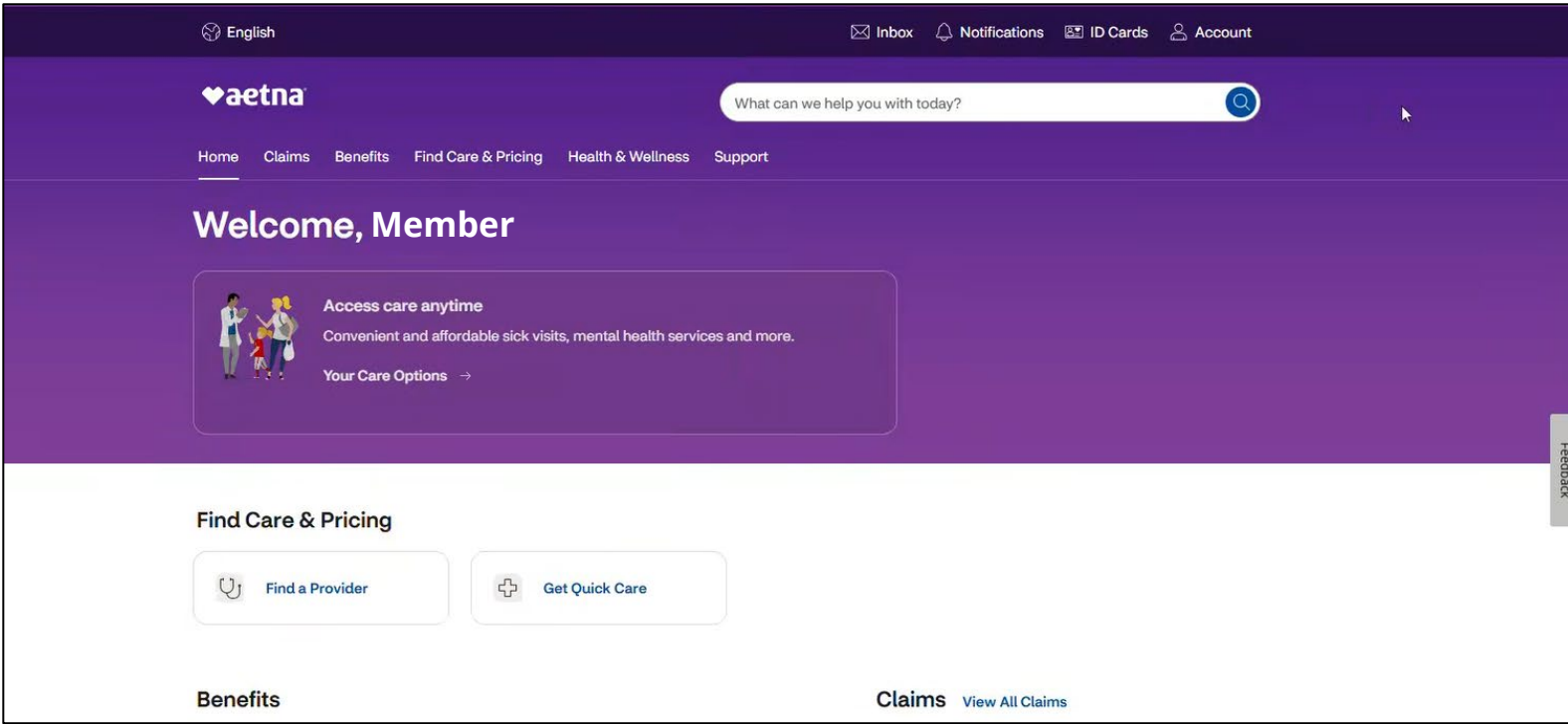
Login using your Member ID number located on your COVA HealthAware ID Card.

Your password will have been previously set by you during your initial registration.



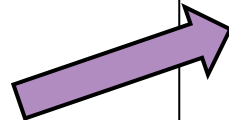
Aetna Member Website: Accessing key information from the home screen

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

The screenshot displays the Aetna Member Website home screen. The **Benefits** section is highlighted with a purple border and contains the following information:

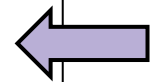
- Medical Coverage** (expandable section)
- In-Network Spending**
- Deductible - \$3,000**: A progress bar shows that the deductible has been met, with a checkmark and the text "You've met your deductible." Below the bar, it shows "\$3,000.00 Spent" and "\$0 Remaining".
- Out-of-Pocket Max - \$6,000**: A progress bar shows that \$3,719.74 has been spent, leaving \$2,280.26 remaining. Below the bar, it shows "\$3,719.74 Spent" and "\$2,280.26 Remaining".
- Navigation Links**: A list of links including "Benefits & Plan Documents", "ID Cards", and "Spending Tracker".
- Vision Coverage** (expandable section)

The **Claims** section is also highlighted with a purple border and contains the following information:

- View All Claims** link
- Recent Claims List**: A list of claims with the following details:

Member Name	For	Your share
Bradley Carofino	- Feb 5, 2026	\$78.53
Labcorp	Jan 7, 2026	\$3.82
Shirin Zev	- Jan 7, 2026	\$18.79
Shirin Zev	- Jan 7, 2026	\$21.41
Labcorp	- Dec 30, 2025	\$54.81
- Submit a Claim** button with a right-pointing arrow.
- Prior Authorization** section with a **View All** link.

Recent
claims



Aetna Member Website: Accessing your Aetna HealthFund – Health Reimbursement Arrangement (HRA)

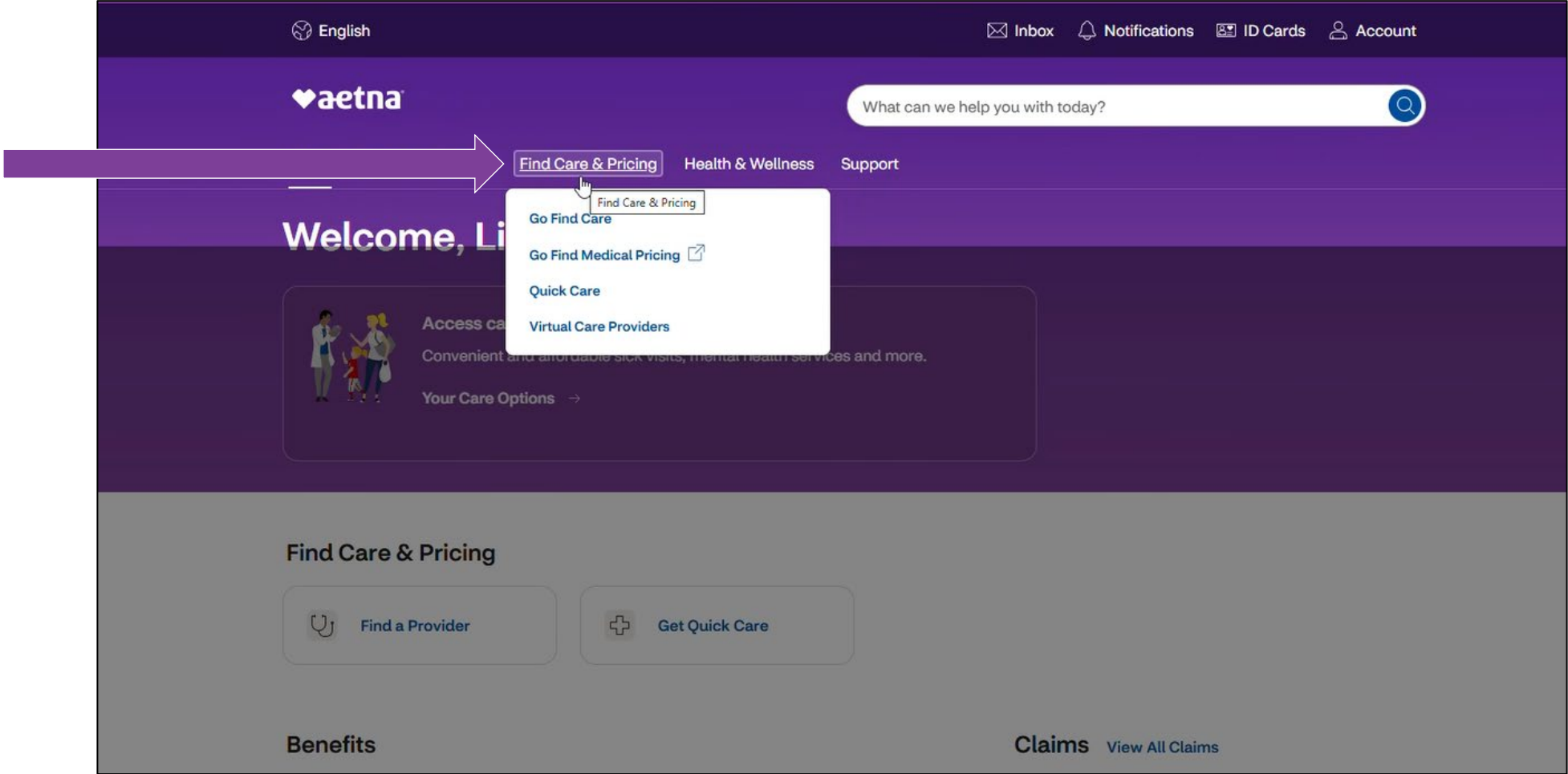
Click on **Manage Aetna HealthFund** to access details and manage your HRA.

The screenshot shows the Aetna Member Website interface. On the left, the 'Account Overview' section features a link for 'Aetna HealthFund' with an available balance of \$0.00. A purple box highlights the 'Manage Aetna HealthFund' link, with a purple arrow pointing to the right. On the right, the detailed 'Aetna HealthFund' page is shown, featuring the Aetna logo, a search bar, and navigation links. The main content area displays the fund name, start date (Jul 1, 2025), and a balance of \$0.00. It also shows a 'How Aetna HealthFund works for you' section and a 'Transactions' table.

Transaction Type	Description	Your fund paid	Action
Payment	For Lisa's visit to Bradley Carofino Paid on Feb 9, 2026	-\$38.10	View Claim Details
Payment	For Lisa's prescription Paid on Feb 7, 2026	\$10.13	Claim details are not available.

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

Click **Find Care & Pricing**



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

Use the search bar or click on the buttons under Popular Searches/Browse by Category to search for providers, procedures, facilities, etc.

The screenshot displays the 'Find Care & Pricing' interface. At the top, it says 'Explore what your insurance plan covers'. Below this, there's a location filter set to 'Near Chesapeake, VA 23322, USA'. The main heading is 'Let's find the care you need'. A search bar prompts the user to 'Search by name, specialty or something else' with the placeholder text 'Look up a name, condition, specialty, location, service or medication'. Underneath, 'Popular Searches' are listed as buttons: 'Primary Care Physicians', 'Urgent Care', 'Dermatologists', 'OB-GYNs', 'Chiropractors', and 'Durable Medical Equipment'. The 'Browse by Category' section features six buttons: 'Providers & Specialists', 'Hospitals, Labs & Clinics', 'Mental Health', 'Employee Assistance Program (EAP)', 'Vision', and 'Services & Procedures'. At the bottom, a purple banner contains the text 'Get Cost Information' and 'Check how much you'll pay out of pocket before you get care.' alongside a teal cross icon.

Aetna Member Website: Managing Claims

Bradley Carofino
visited on Feb 5, 2026

Processed
Your share **\$116.63**
Always confirm the amount you owe with your provider.

Medical claim ID: _____
In Network care
\$95.72 went toward deductible

Understanding your plan's deductible can help you know what to expect for future expenses.
[Track Your Spending](#) →

Amount overview & service details

Category	Amount
Amount billed for 4 services	\$602.00
Plan discount	\$401.77
Plan's share	\$83.60
Your share	\$116.63
Fund paid	\$38.10

Amount billed: **\$602.00**

Summary of recent care
Your Feb 10, 2026, Explanation of Benefits (EOB) statement provides a summary of your recent claims — including this one.
[View EOB PDF](#)

Have questions about claims or statements?
Find resources and answers to common questions in our Support Center.
[Go to Claims & Statements Support](#) →

Claims [View All Claims](#)

- Bradley Carofino** For - Feb 5, 2026 Your share **\$78.53**
- Labcorp** For 1 - Jan 7, 2026 Your share **\$3.82**
- Shirin Zev** For - Jan 7, 2026 Your share **\$18.79**
- Shirin Zev** For 1 - Jan 7, 2026 Your share **\$21.41**
- Labcorp** For - Dec 30, 2025 Your share **\$54.81**

[Submit a Claim](#) →

[Benefits & Plan Documents](#)
[ID Cards](#)

Annotations: A purple box highlights the first claim in the list. Two purple arrows point from the text on the right to the highlighted claim and the 'View All Claims' link.

Click on a recent claim on the home page to view its details.

Aetna Member Website: Managing Claims

Click **Claims**, then **Explanation of Benefits (EOB) Statements** to review your available history of claims.

The image shows two screenshots of the Aetna member website. The left screenshot shows the main navigation menu with the 'Claims' link highlighted. A purple arrow points from the text on the left to the 'Claims' link. A dropdown menu is open under 'Claims', and a purple arrow points from the 'Explanation of Benefits (EOB) Statements' option to the right screenshot. The right screenshot shows the 'Explanation of Benefits (EOB) Statements' page, which includes a search bar, navigation tabs, and a table of claim statements.

Explanation of Benefits (EOB) Statements

Statements provide detailed coverage and cost information for claims. If you have a Health Reimbursement Account (HRA), you will also receive Monthly Summary Statements.

Statement Type	Date Range	Member	Sort by
All	All (Last 2 years)	All	Recent first

Statement date	Statement type or provider	Visited on	Member	
Feb 10, 2026	Bradley Carofino	Feb 5, 2026	(Self)	View summary Download PDF
Feb 9, 2026		January	All	Download PDF
Jan 13, 2026	Labcorp	Jan 7, 2026	(Spouse)	View summary Download PDF
Jan 10, 2026	Shirin Zev Shirin Zev	Jan 7, 2026 Jan 7, 2026	(Spouse) (Self)	View summary Download PDF

Aetna Health Your Way

You will be required to enter additional information and accept the Terms and Conditions when accessing the site for the first time.


⋮

Please confirm the following information.

We'll need the following information to link your account.

Legal First Name (required)

Legal Last Name (required)

Date of Birth (required)
 

ZIP Code (required)


Continue

[Back](#)

⋮

Almost there!

Terms and Conditions



I accept the [Terms and Conditions](#)

Continue

[Back](#)

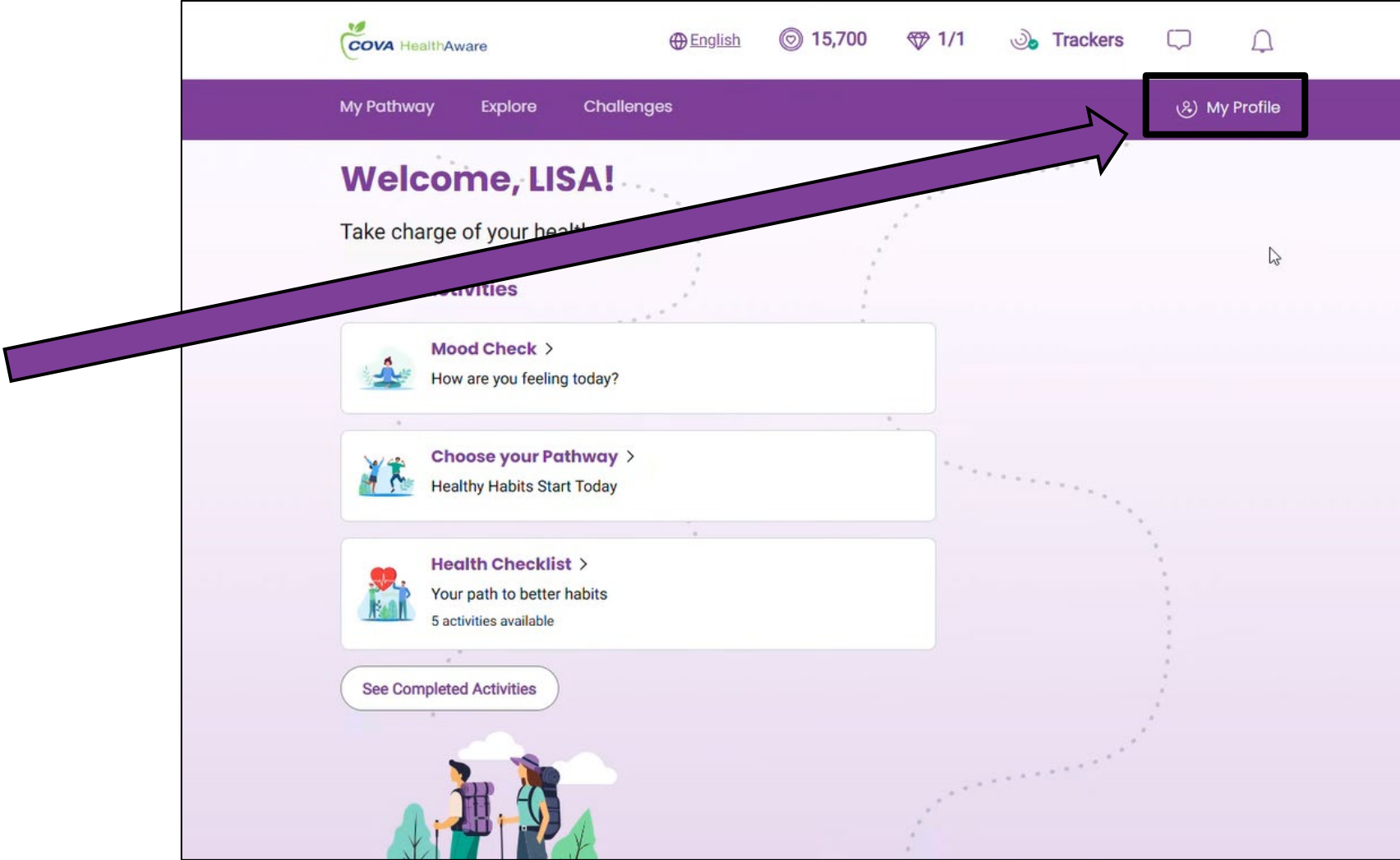
Aetna Health Your Way: Accessing your health assessment - First time accessing

Click on the Update my Health Assessment button

The screenshot displays the Aetna MyHealth100 interface. On the left, a vertical progress bar titled "You're on your way to better health" shows four steps: "Registration" (completed with a checkmark), "Calculate MyHealth100" (in progress with a question mark), "Choose your Pathway" (step 1), and a final step with a rocket icon. A large purple arrow points from the text "Click on the Update my Health Assessment button" to a purple button labeled "Update my Health Assessment" at the bottom right of the interface. Below this button is a link that says "Learn more about MyHealth100". The main content area on the right features the "MyHealth100" title, a definition of the score, a circular progress indicator, and the instruction "Update your Health Assessment to calculate your MyHealth100 score".

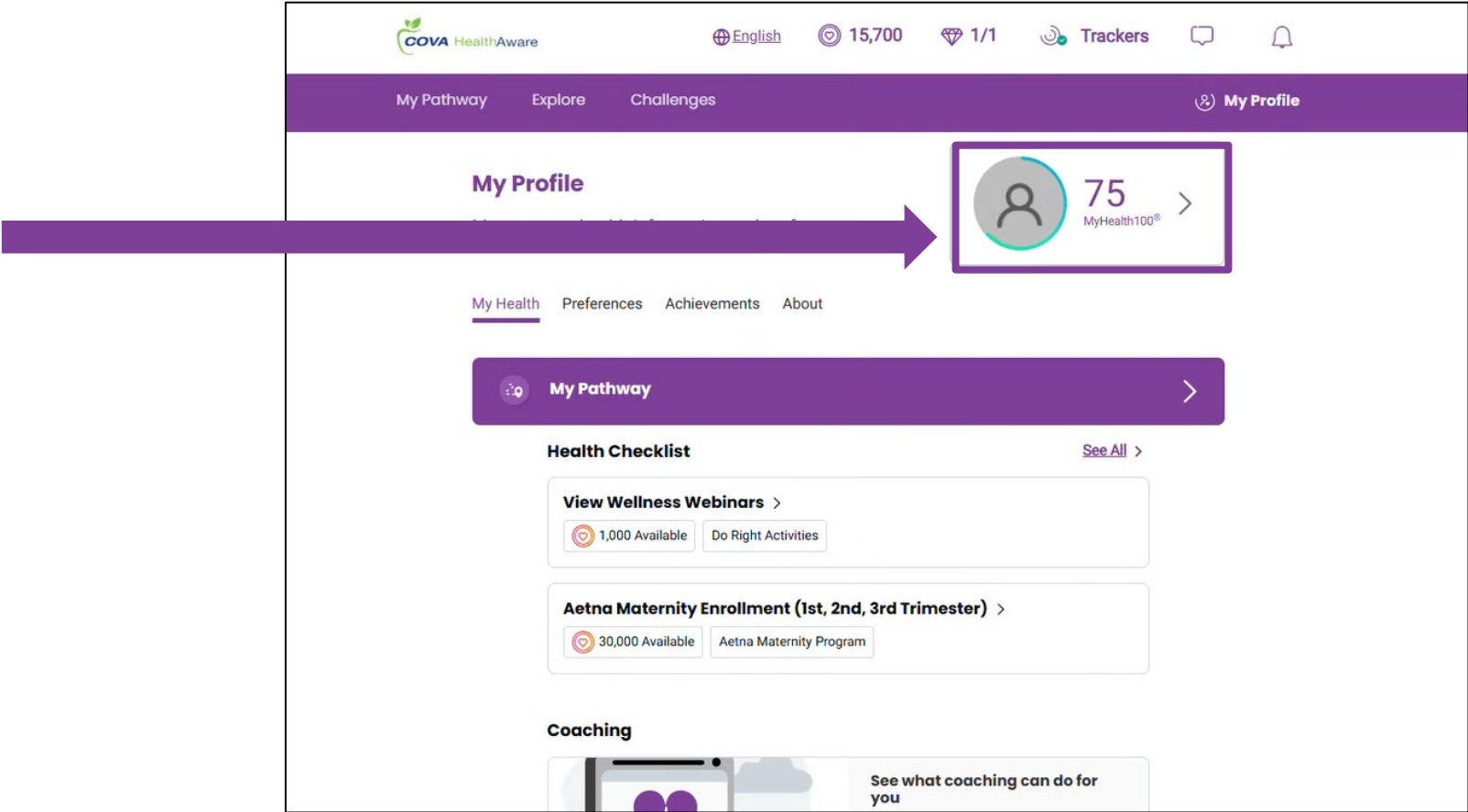
Aetna Health Your Way: Accessing your health assessment

Click **My Profile** to open your profile page.



Aetna Health Your Way: Accessing your Health Assessment

Click on your
MyHealth100
score button



Aetna Health Your Way: Accessing your Health Assessment

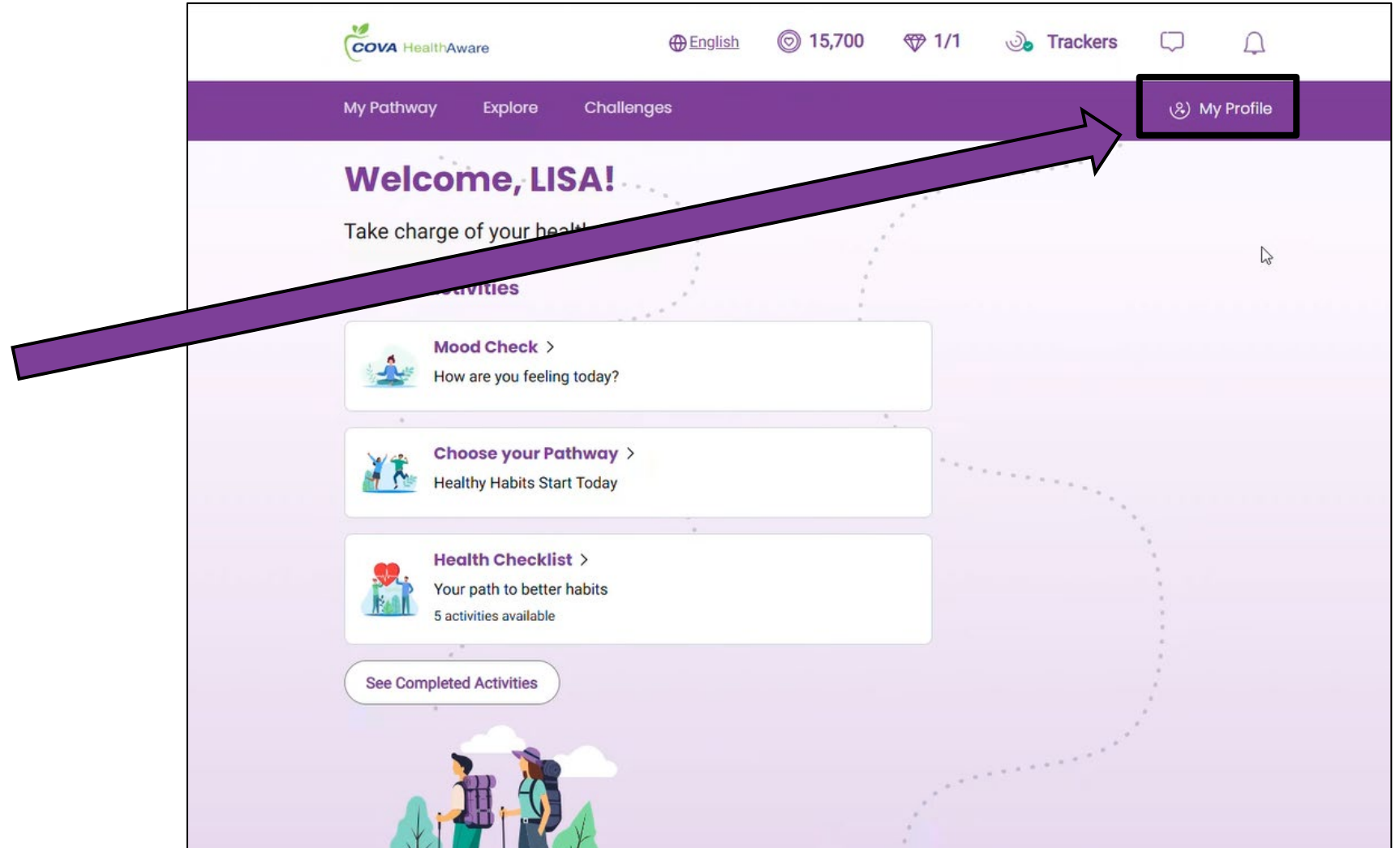
The screenshot shows the top navigation bar with 'COVA HealthAware', 'English', '15,700', '1/1', 'Trackers', and notification icons. Below is a purple navigation bar with 'My Pathway', 'Explore', 'Challenges', and 'My Profile'. The main content area is titled 'MyHealth100' and displays a score of 75. Below the score, it says 'Based on all of your latest health data, your MyHealth100 is...'. A section titled '1 Pathway' includes a card for 'Reduce your diabetes risk' which is 'In progress'.

This section shows two numbered items: '2 Health Checklist' with a button 'Go to your Health Checklist' and '3 Health Assessment' with a card for 'Health Assessment Retake Now (20 min Q&A)'. A purple box highlights the 'Health Assessment' card, and a purple arrow points from the text 'Scroll down and click on the Health Assessment button' to this card. The footer contains links for 'About', 'FAQs', 'Accessibility Services', 'Contact Us', 'Security Statement', 'Terms & Conditions', and 'Privacy Policy', along with a copyright notice for 2023 ActiveHealth Management, Inc.

Scroll down and click on the **Health Assessment** button

Aetna Health Your Way: Accessing your Rewards/Incentives Activities

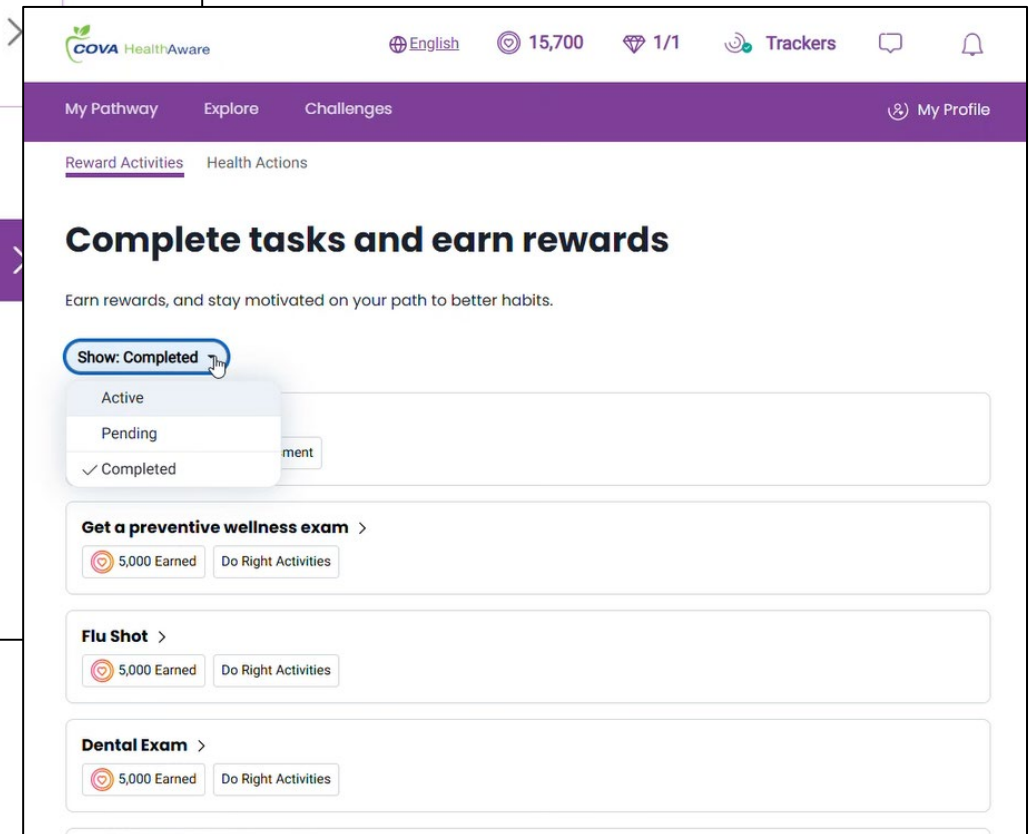
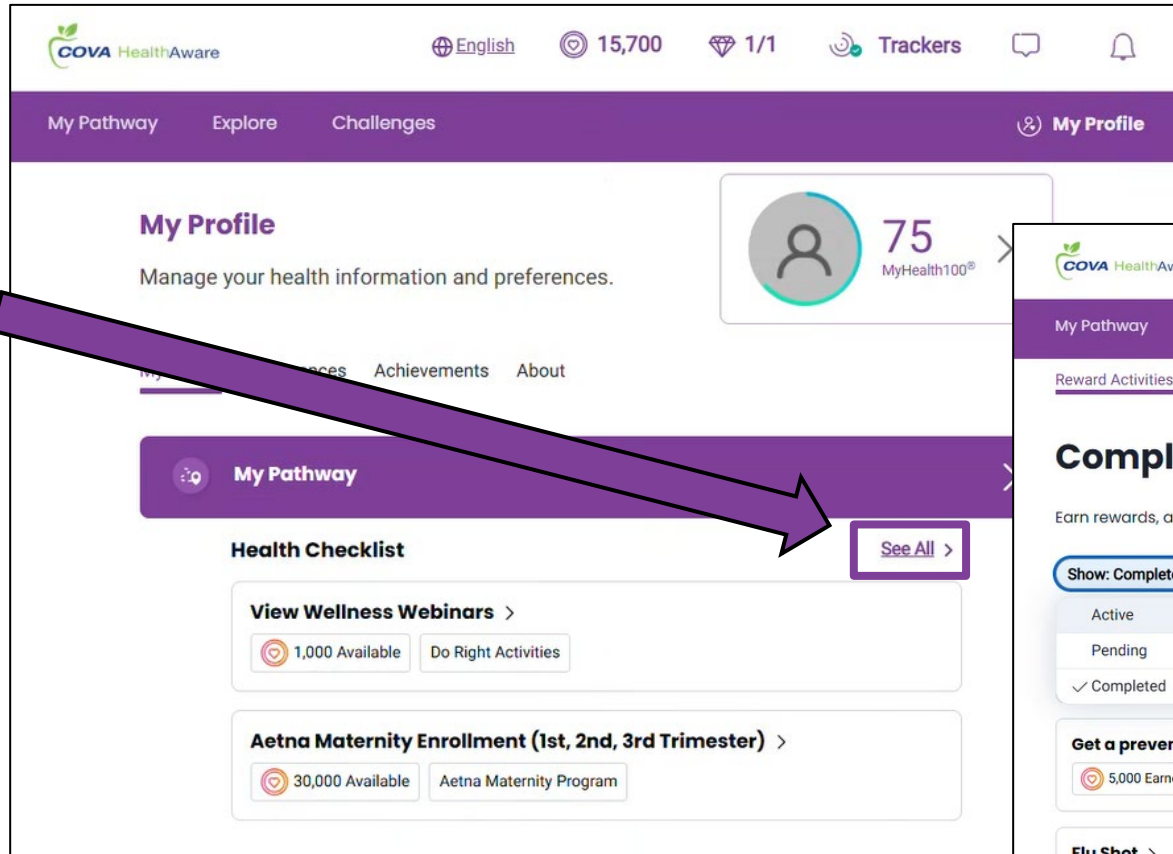
Click **My Profile** to open your profile page.



Aetna Health Your Way: Accessing your Rewards/Incentives Activities

Click on **See all** next to Health Checklist.

Click the drop-down menu to view your Active, Pending, and Completed activities.

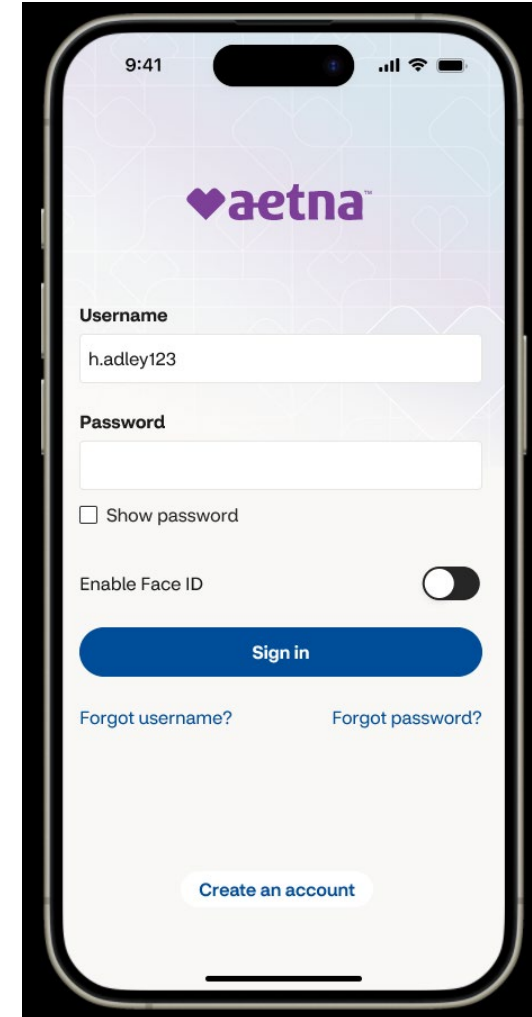


Aetna Health App



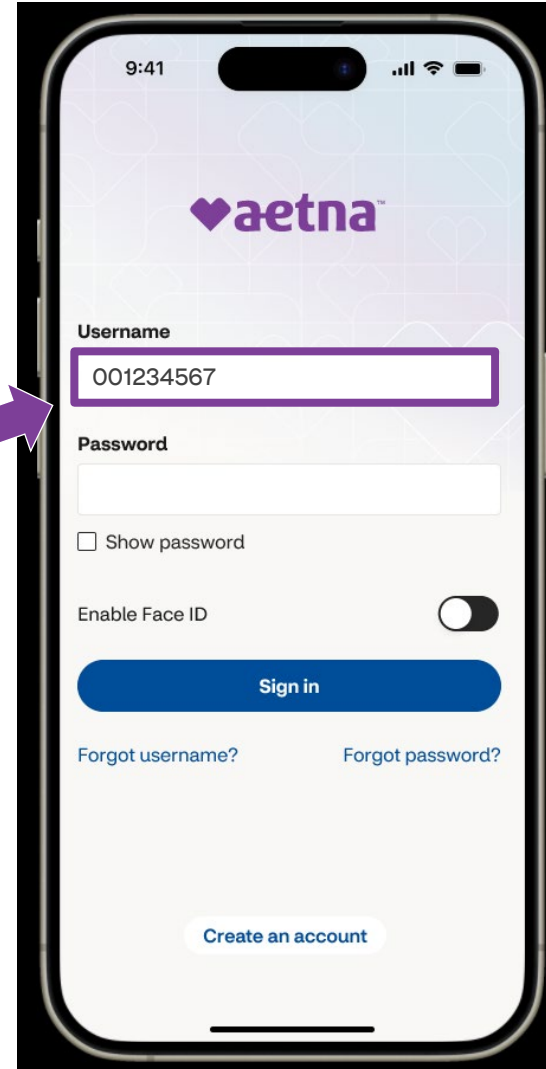
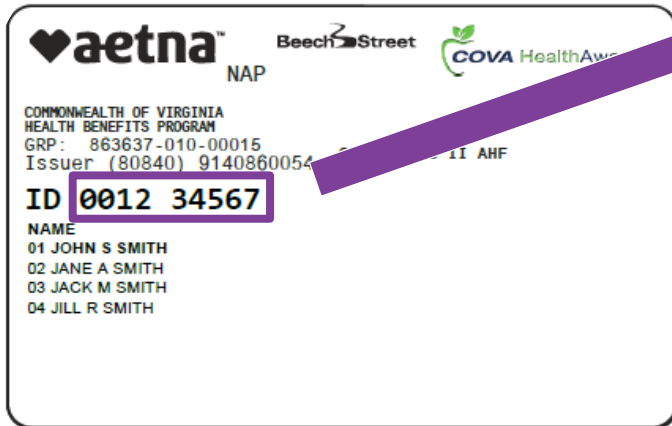
Aetna Health App: Downloading the App

Scan the QR code below or visit aetna.com/aetnahealthmember to download the Aetna Health App



Aetna Health App: Logging in

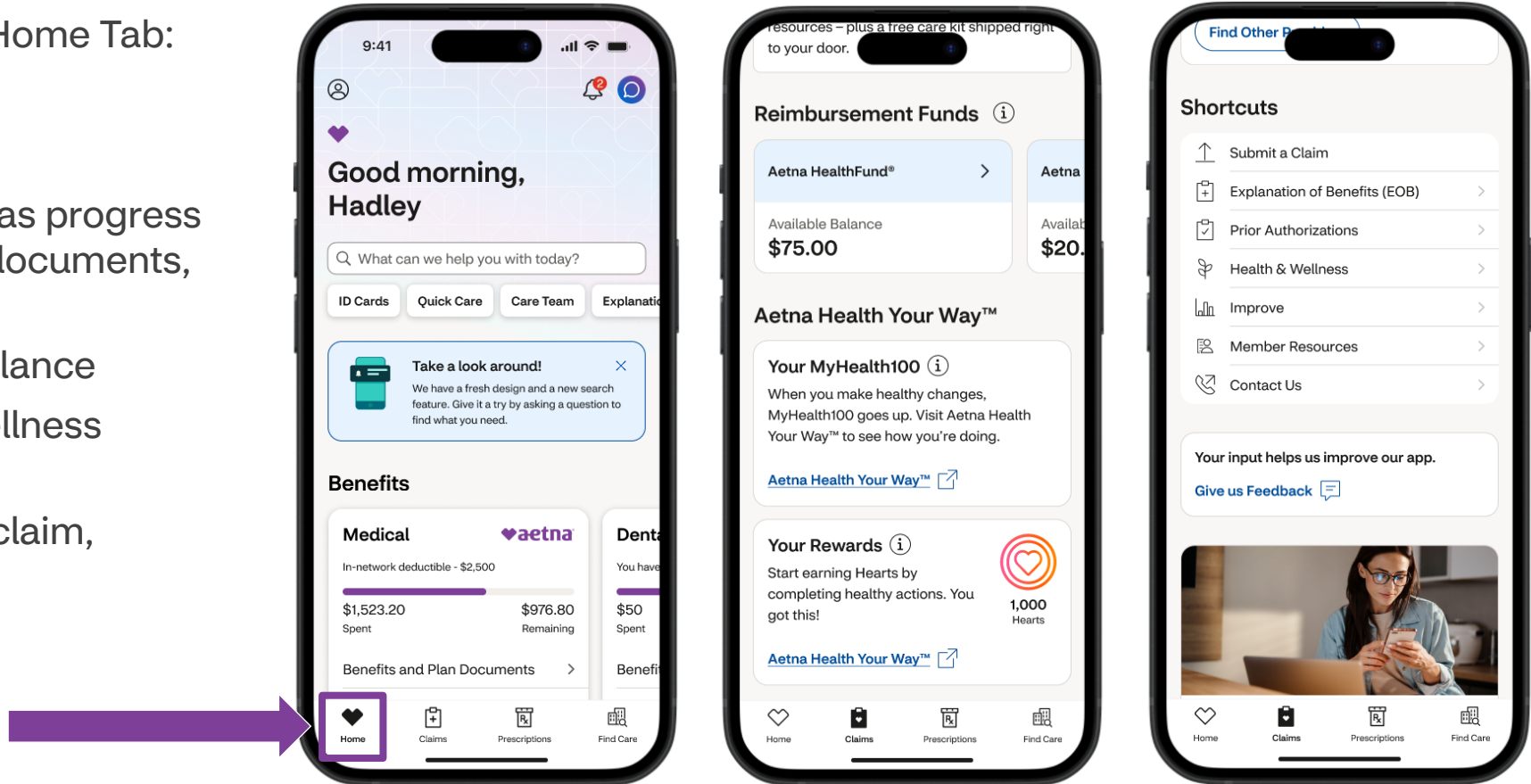
Log in using your username (your Member ID number from your COVA HealthAware ID card) and password or touch ID/face recognition ID.



Aetna Health App: Home Tab

Access the following from the Home Tab:

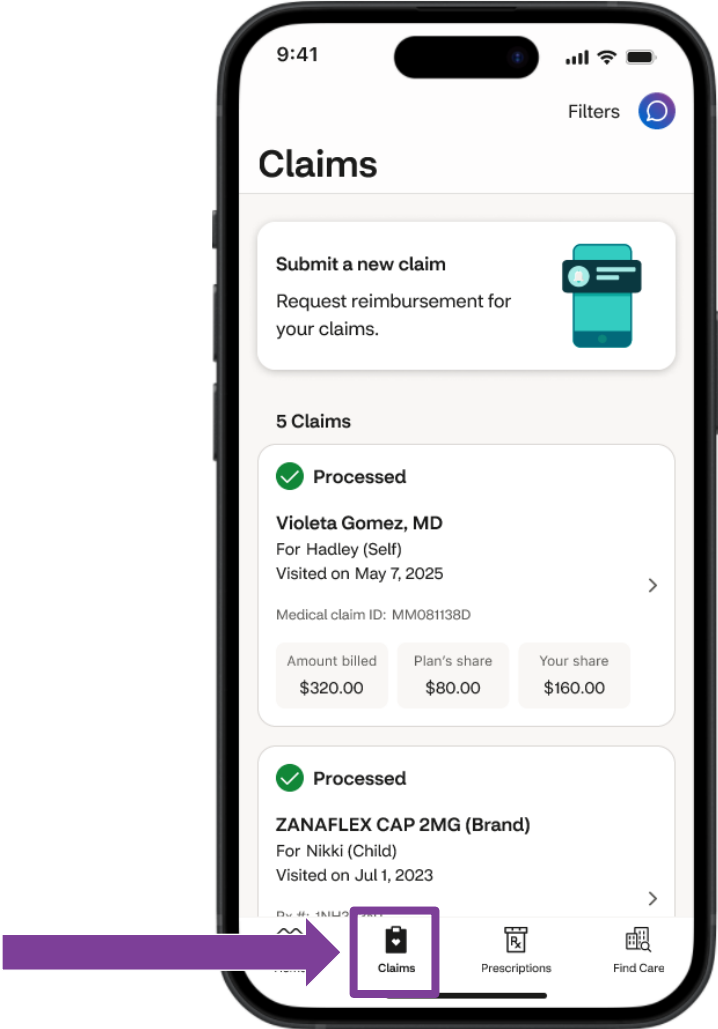
- Search bar
- ID Cards and EOBs
- Benefits information such as progress towards deductible, plan documents, and spending details
- Aetna HealthFund HRA balance
- Aetna Health Your Way wellness platform
- Shortcuts to submitting a claim, member resources, prior authorizations, and more.



Aetna Health App: Claims Tab

Access the following from the Claims Tab:

- Submitting a new claim
- Viewing all claims Aetna currently has on file

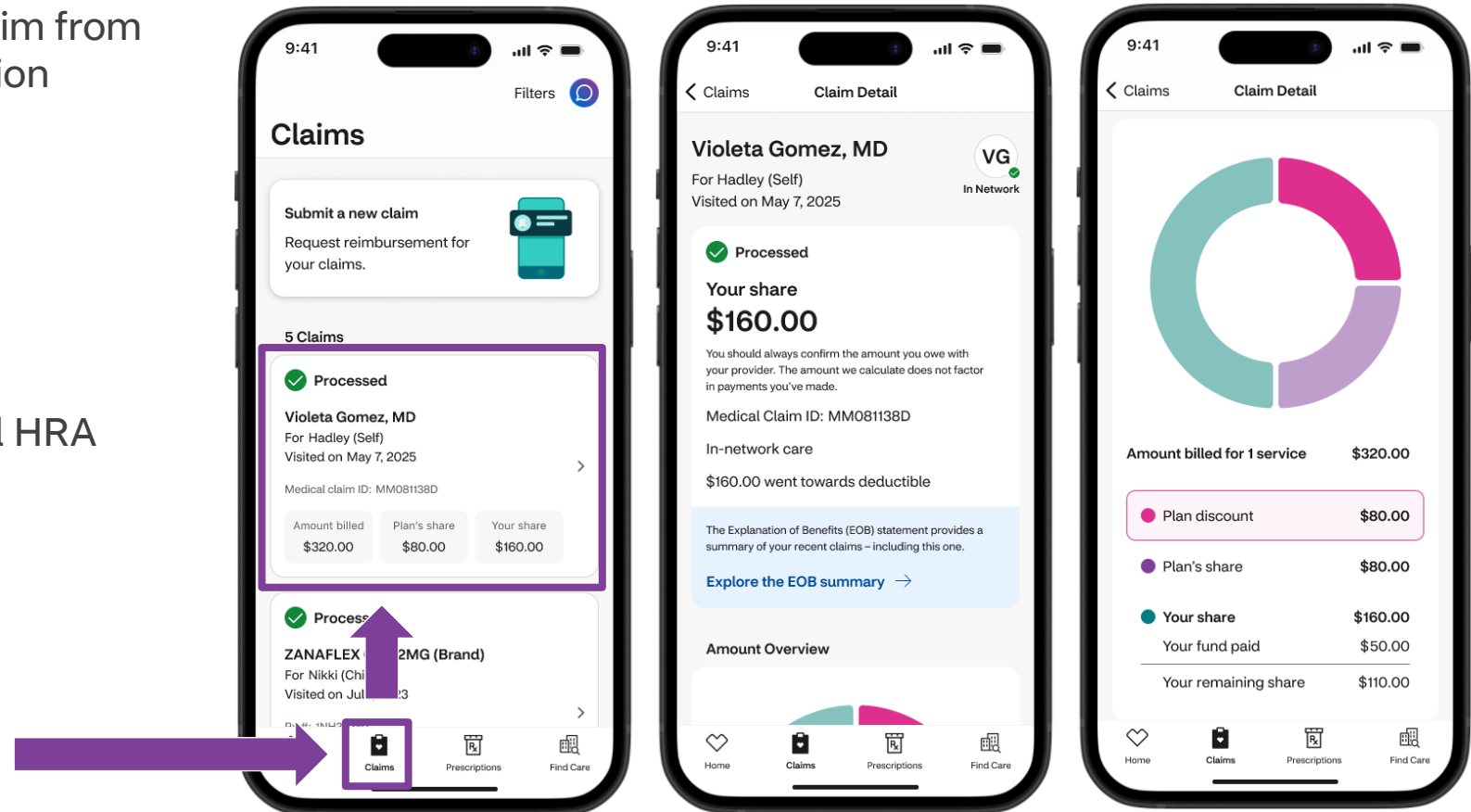


Aetna Health App: Claims Tab

Viewing claims details

From the Claims Tab, click on a claim from the list to view its details. Information includes:

- Claim status
- Amount billed
- Plan's share
- Your share
- Amount your Aetna HealthFund HRA paid
- Explanation of Benefits (EOB)



Aetna Health App: Find Care Tab

Use the search bar or click on the buttons under Popular Searches or Browse by Category to search for providers, procedures, facilities, etc.

