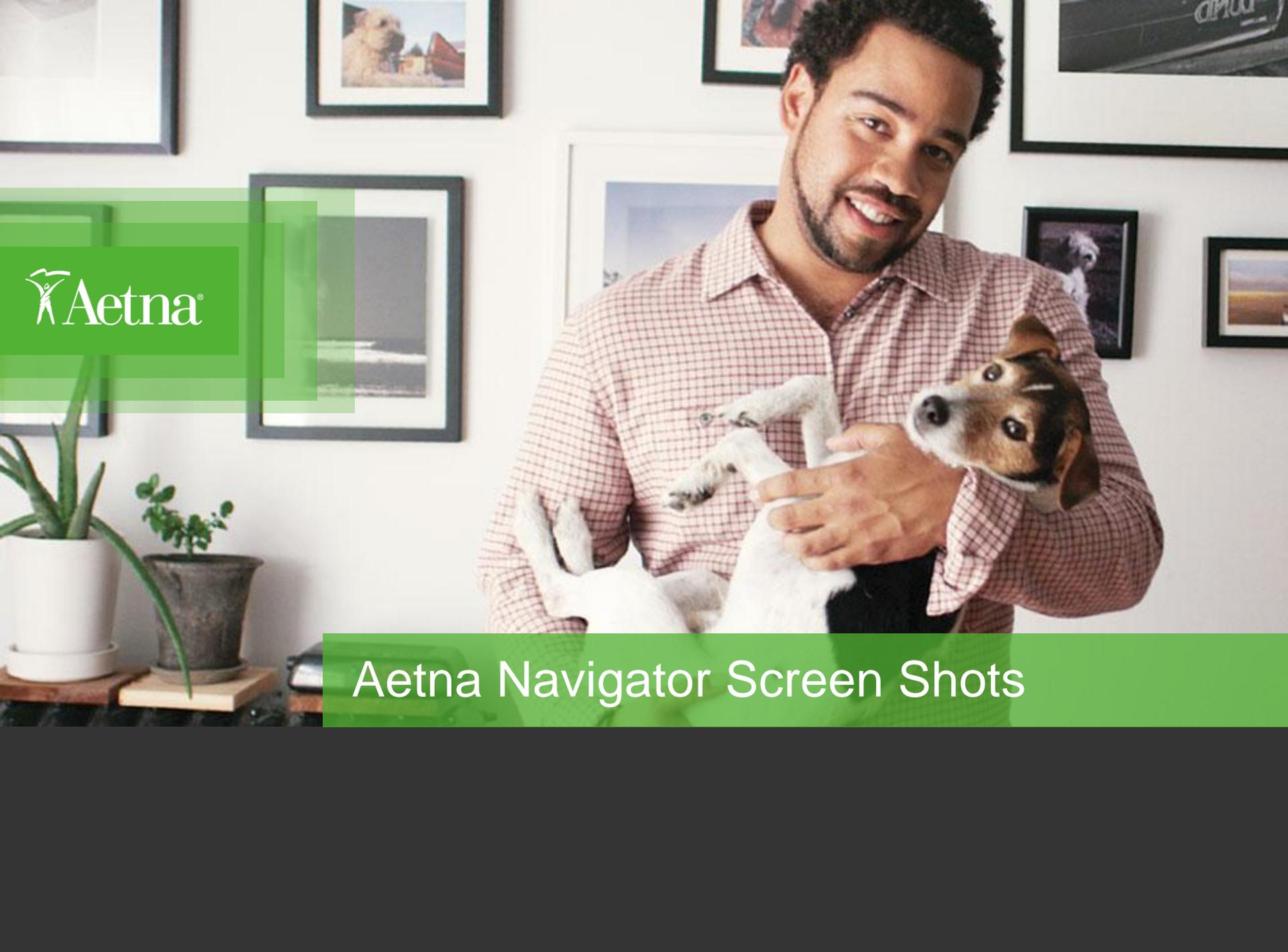**Aetna**

Aetna Navigator Screen Shots

Aetna

Personal Information:

Need Help? **Ask Ann**
Ann, our Virtual Assistant, is ready to help you register and log in.

* **required field**

Please enter the following information as shown on your Member ID Card:

* Member ID Number: ?
[   ]

If you do not have a Member ID Card, you may be able to register using your Social Security number.

* Full First Name:
[   ]

* Full Last Name:
[   ]

* Date of Birth:
[Month ▼] [01 ▼] [YYYY]

Zip Code: ?
[   ]

Please enter your member ID number as seen on your Aetna Member ID Card.

Where can I find my MEMBER ID number?
Here are some examples of where you may find your ID number on your Aetna Member ID Card

Aetna
Plan Name 1
AETNA OPEN ACCESS   GRP#: 0000006   VALID: 01/01/2006 (RX)

ID #	MEMBER NAME		
BBCCDDFA	MARY JONES	DR 123-456-7890	123456
BBCCDDFB	STEVEN JONES	DR 123-456-7890	123456
BBCCDDFC	KEVIN JONES	DR 123-456-7890	123456
BBCCDDFD	LINDA JONES	DR 123-456-7890	123456

MEMBER SERVICES
PROVIDER CALL
BEHAVIORAL HEALTH

Aetna   NAP
MARY JONES
GRP: 123456-010-78910
ID: **W1234 56789** -01
MARY JONES
PCP: Michael Smith

MEMBER SERVICES   1-800-123-4567
PROVIDERS CALL   1-888-123-4567

PAYOR NUMBER 1234567 00000 00000

Aetna
COMPANY NAME
GRP: 123456-012-000000
ID: **0003 12345** -03
LINDA SMITH
MEMBER SERVICES
PROVIDER CALL

PAYOR NUMBER 1234 5678   BIN# 12345

[BACK] [CONTINUE ➡]

VeriSign Trusted
VERIFY ▶

Dependent Information Required – this only appears when we need additional information

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Personal Information

Need Help? Ask Ann
Ann, our Virtual Assistant, is ready to
help you register and log in.

* **required field**

Subscriber, Employee or Primary Member Information:

* Subscriber's Full First Name: `MARY`

* Subscriber's Last Name: `JONES`

* Subscriber's Date of Birth: `January` `01` `1972`

Subscriber's Zip Code: ❓   `12345`

* Subscriber's Member ID Number: ❓   [   ]

Register using the subscriber's <u>Social Security number</u>.

Enter your NAME as it is entered on your ID Card
Here are some examples of where you may find your
name on your Aetna Member ID Card

Ｘ Aetna
Plan Name 1
AETNA OPEN ACCESS   GRP#: 0400006   VALID: 01/01/2006 (FX)
ID #   MEMBER NAME
BBCCDDFA   MARY JONES   DR 123-456-7890   123456
BBCCDDFB   STEVEN JONES   DR 123-456-7890   123456
BBCCDDFC   KEVIN JONES   DR 123-456-7890   123456
BBCCDDFD   LINDA JONES   DR 123-456-7890   123456
MEMBER SERVICES
PROVIDER CALL
BEHAVIORAL HEALTH

Ｘ Aetna   IN
MARY JONES
GRP: 123456-010-78910
ID: W1234 56789-01
MARY JONES
PCP: Michael Smith

MEMBER SERVICES   1-800-123-4567
PROVIDERS CALL   1-888-123-4567
PAYOR NUMBER 123467 00000 00000

Ｘ Aetna   NAP
COMPANY NAME
GRP: 123456-012-000000
ID: 0003 12345-03
LINDA SMITH

MEMBER SERVICES
PROVIDER CALL

PAYOR NUMBER 1234 5678   BN# 12345

Your Information:

Please enter the following information as it was provided to Aetna:

* **Your Full First Name:**   [   ]

* **Your Last Name:**   [   ]

* **Your Date of Birth:**   `Month` `01` `YYYY`

Your Zip Code: ❓   [   ]

Creating a Secure Log In

Create a Secure Log In

Need Help? Ask Ann
Ann, our Virtual Assistant, is ready to help you register and log in.

* **required field**

*Create a User Name: ❓

*Create a Password:

*Re-enter Password:

> Your user name must include:
>
> - at least 6 characters
> - one letter
> - one number
>
> User name is case sensitive. (So remember if you use capital or lowercase letters.)
>
> Need Help?

Security Question

If you forgot your password, you will need to answer this question corr reset your password.

*Select a question: Please make a selection ▾

*Your answer:

BACK | **CONTINUE ➡**

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Setting Preferences

| 1 Personal Information | 2 Create a Secure Log In | 3 Preferences | 4 Terms & Conditions | 5 Complete |

Preferences:

Need Help? **Ask Ann**
Ann, our Virtual Assistant, is ready to help you register and log in.

* required field

Email Notifications

Your security is our priority. To further Protect your secure site, please give us an email address so that we can contact you about important activity on your account.

Enter your Email Address: _____

Re-Enter your email address: _____

☑ I would like to receive emails about my benefit plan(s), programs and general health information from Aetna

◉ Go Green! Turn off paper
You will receive communications, including notifications of claims, by email and you will be able to view your communications online.

○ Mail me paper
You can always turn off paper in your Aetna Navigator profile settings.

BACK | **CONTINUE ➡**

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Accepting Terms & Conditions

Need Help? Ask Ann
Ann, our Virtual Assistant, is ready to help you register and log in.

Terms & Conditions:

User Agreement

The following Terms and Conditions, including the Legal Statement, Web Privacy Statement and Privacy Notices, shall govern your use of the information, tools and other content accessible via this website (the "Services"). Depending on the specific benefits provided by your health plan, these Services may include one or more of the following: Aetna Navigator®, Simple Steps To A Healthier Life®, Aetna Rx Home Delivery®; and the Personal Health Record. You acknowledge that you have read, understand and agree to the following:

Legal Statement
Web Privacy Statement
Privacy Notices

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

Health Information and Other Content

You understand and agree that the health information and other content appearing on this website or developed with your input as part the Services:

☑ I acknowledge that I have read and approved the terms and conditions.

BACK | **CONTINUE ➡**

VeriSign Trusted
VERIFY ▶

Final Screen

Aetna®

1 **Personal Information** 2 **Create a Secure Log In** 3 **Preferences** 4 **Terms & Conditions** 5 **Complete**

Need Help? **Ask Ann**

Ann, our Virtual Assistant, is ready to help you register and log in.

Creating your profile
Please wait... 6 seconds

You are almost done! We are creating your profile. When it is ready, review it and then you can access your website.

VeriSign Trusted
VERIFY ▶