

Aetna Secure Member Portal – User Registration

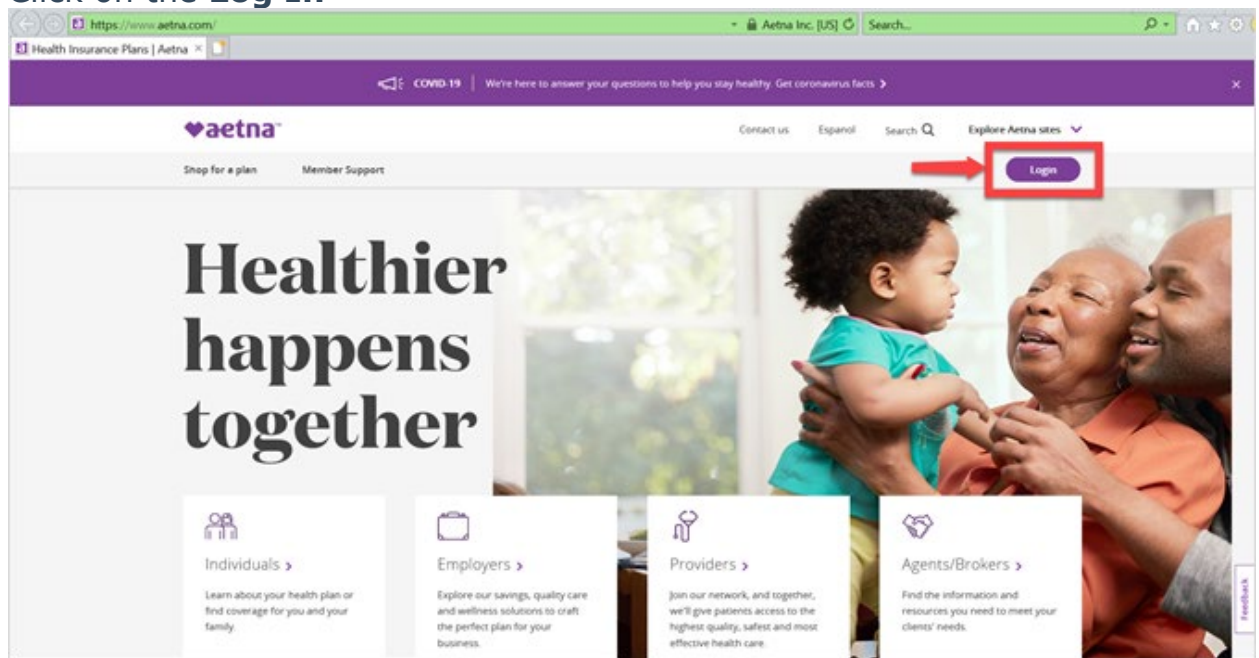
Section 1: Overview

Newly enrolled members can then register to www.aetna.com within 24 to 72 hours to access their health benefits information.

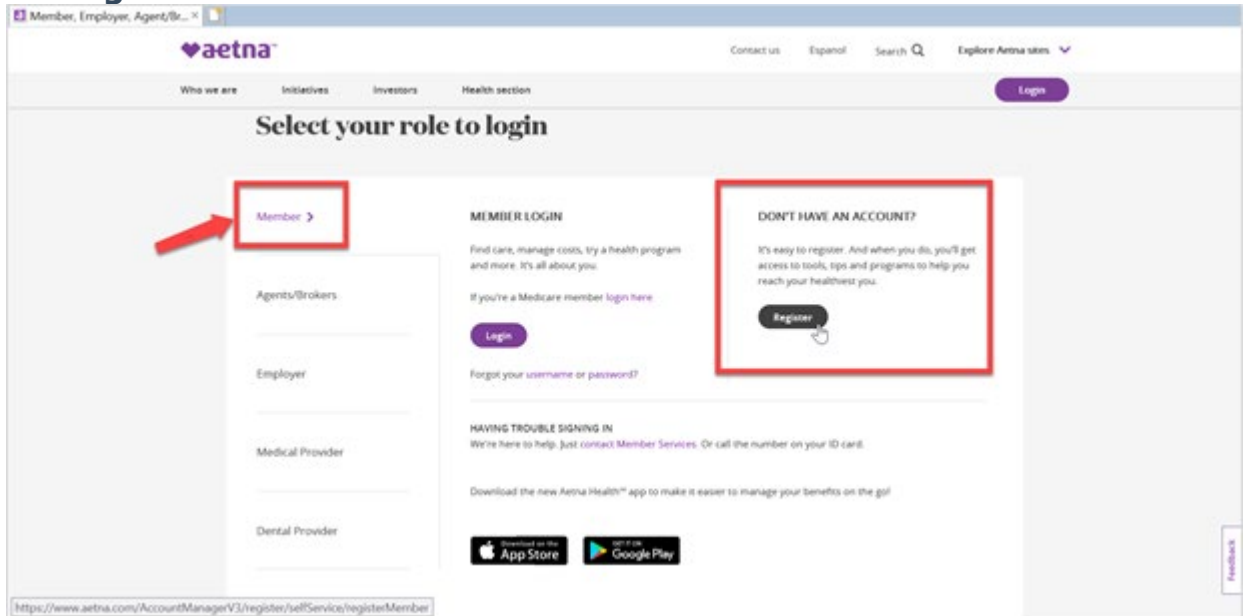
Section 2: First Time User Registration

Members can either use a computer or their mobile phone’s browser to access the Aetna website.

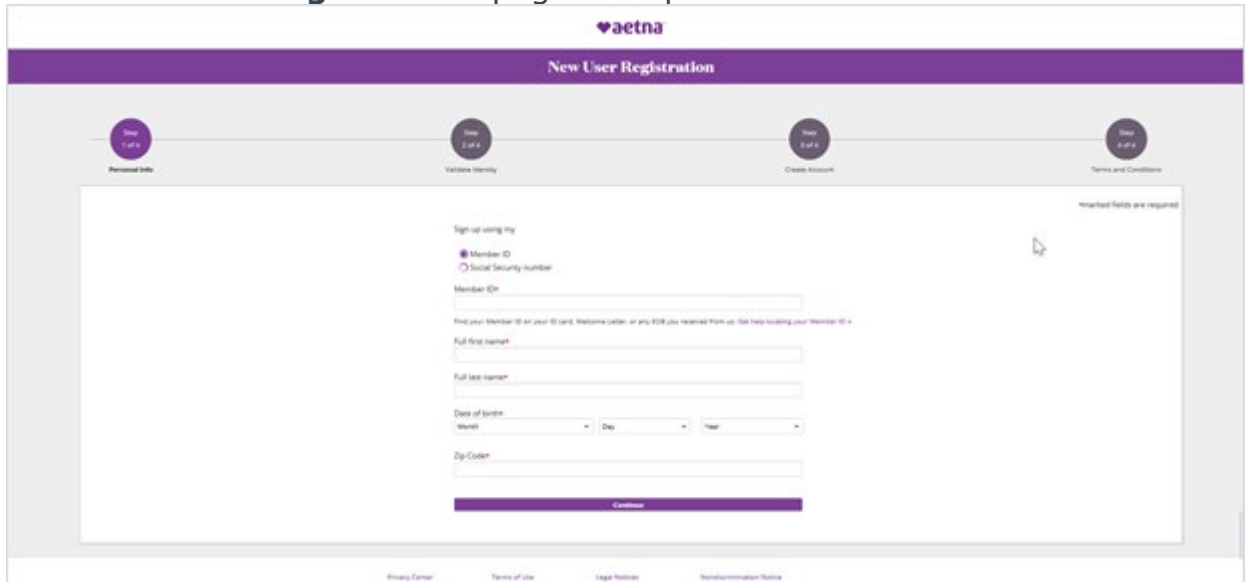
1. Go to www.aetna.com.
2. Click on the **Log In**



3. Make sure the **Member** as a role is selected. Click on **Register** under the **Don't Have an Account**



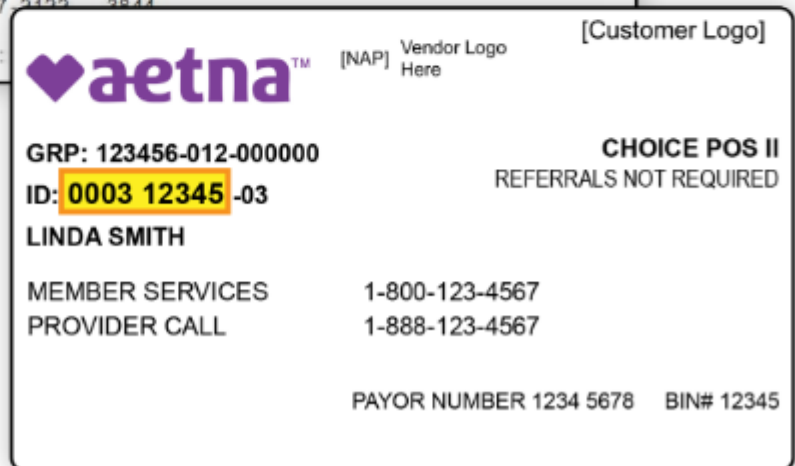
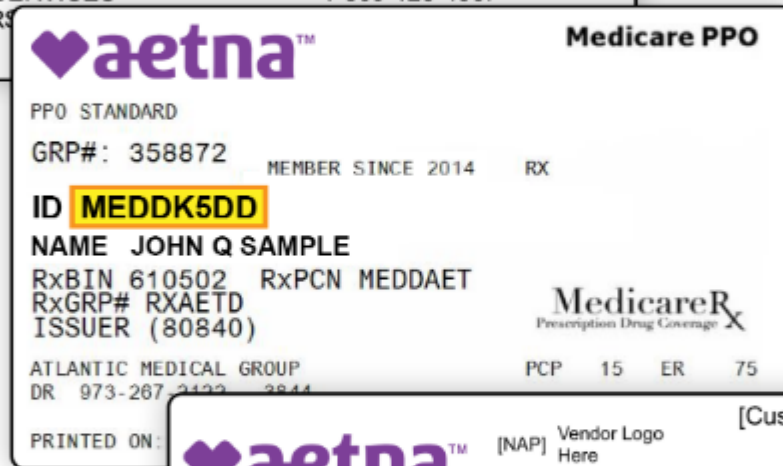
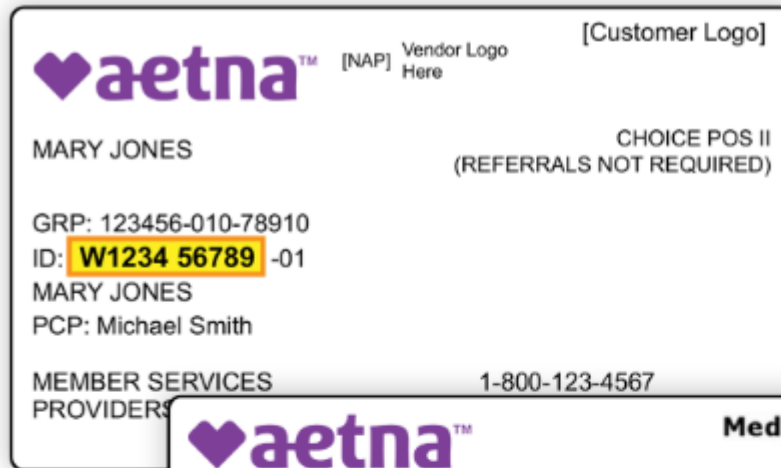
4. The **New User Registration** page will open next.



5. Step 1 of 4 is to provide the members' personal information.

- o Members can sign up using their SSN or their Aetna Member ID. Make sure to populate the mandatory fields marked by an asterisk (*) correctly

- o If they prefer to use their Aetna Member ID, it can be found on the physical ID card that they will receive via mail within 14 days after the effective date of enrollment.



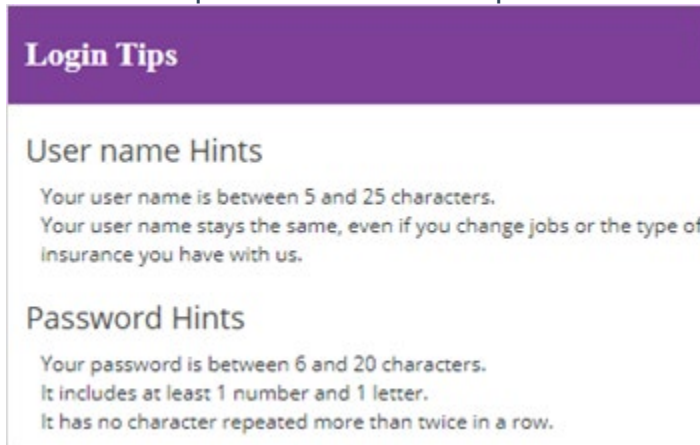
6. Proceed with the succeeding steps.

- Step 2 of 4 - Validate Identity. Choose the preferred method of communication, either call, text, or email to move forward. Enter the 6-digit pin you will receive.

Note: The members' Explanation of Benefits (EOB) will be sent directly to the members' address on file unless the paper option is turned off under this

set up. It will then be available electronically through the Member Secure website.

- Step 3 of 4 - Create Account.
 - Enter a unique username and password.

A rectangular box with a purple header and white body. The header contains the text "Login Tips" in white. The body contains two sections: "User name Hints" and "Password Hints", each followed by two lines of text.

Login Tips

User name Hints

Your user name is between 5 and 25 characters.
Your user name stays the same, even if you change jobs or the type of insurance you have with us.

Password Hints

Your password is between 6 and 20 characters.
It includes at least 1 number and 1 letter.
It has no character repeated more than twice in a row.

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- Select a security question the provide the answer. This will be used in the event you forget your password.

The screenshot shows the 'Aetna Navigator® New User Registration' form. At the top, it says 'Create a Secure Log In' and features the Aetna logo. Below the logo is a purple banner with the text 'Aetna Navigator® New User Registration'. Underneath the banner, it says 'Create a secure log in'. The main form area contains several fields, each with a red asterisk indicating it is required. The fields are: 'Create a user name', 'Create a password', 'Retype this password', 'Select a security question' (a dropdown menu with 'Select' visible), 'Answer', 'Email', and 'Verify email'. A purple 'Continue' button is located at the bottom of the form. A small red asterisk and the text 'marked fields are required' are located in the top right corner of the form area.

- Step 4 of 4 – Agree to the Terms and Conditions.



Aetna Navigator® New User Registration

Terms and Conditions

[I Agree and Continue](#)

[Back](#)

User Agreement

The following terms and conditions, including the Legal Statement, Web Privacy Statement and Privacy Notices (located at our Privacy Center), 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:

[Terms of Use »](#)

[Privacy Center »](#)

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 of the services is compiled from a variety of sources ("information providers"), including but not limited to the Associated Press, government health agencies and other health organizations, and is for informational purposes only.

is presented in summary form and intended to provide broad consumer understanding and knowledge of health care topics.

Does not cover all possible uses, directions, precautions, drug interactions or adverse effects, nor mean that a particular drug or course of treatment is safe, effective or appropriate for you.

Is not a substitute for professional health care and is not meant to replace the advice of health care professionals.

Does not replace or modify any benefits plan documents or other member materials.

You may display and, subject to any expressly stated restrictions or limitations relating to specific material, download portions of the material from the specific services solely for your own noncommercial use. You agree not to change or delete any proprietary notices from any material downloaded from the services.

If you have specific health care needs, or for complete health information, please see a doctor or other health care provider. Neither Aetna nor the information providers make any warranty as to the reliability, accuracy, timeliness, usefulness or completeness of any content appearing on the website. You should never disregard medical advice or delay seeking it because of something you read when accessing the services. Consult your physician before taking any drug, changing your diet, starting or stopping any course of treatment or starting a new fitness regimen.

Electronic Documents

Through this website, you have the ability to view, print and save electronic documents and ID cards. To do so, you must have a computer, mobile device (such as a smartphone), tablet or another electronic device to access the website. Aetna uses 128-bit encryption to enhance security. Adobe Acrobat 4.0 software or higher is required to view and open documents online.

Opting for Electronics Documents only

If you elect to use Aetna Navigator and have selected the option to turn off paper and receive documents electronically, then you agree to keep your email address up-to-date. You understand that failing to update your email address may result in delays notifying you of online documents. You agree to release the Company and hold it harmless from any consequences of your failure to update your email address. You also agree to receipt of the email notification in lieu of mailed document notifications that may be required by law. In addition, your consent to receive electronic documents also applies to any document that you ask us to send to you electronically in a specific situation, for example, if you have been mailed a letter response to an appeal decision but you also ask us to send it to you by email. If you have elected to receive the documents electronically, you may also print them anytime by logging in to Aetna Navigator. You can have any document

Feedback

Section 3: Secure Member Log-In Website

Once the account creation is completed, members can then proceed to the [Secure Log In](#) page. Though it, members can:

- Access their digital Member ID Card.
- Find nearby doctors, hospitals and walk-in clinics.
- Access their health care plan documents.
- Estimate their out-of-pocket costs.
- Compare costs and quality of area hospitals, medical procedures and prescriptions.
- Take advantage of a whole host of health and wellness programs.



Secure Member Log-in

Welcome to Aetna's member website

User name

Password

Remember user name

Secure Log In

[Forgot user name?](#) | [Forgot password?](#) | [Log in tips](#)

First-time users

Please sign up for an account.
You will create a user name and
password.

Register