

Aetna Navigator™ Member Website

Overview for Members



Instant personalized
benefits and health
information available
online.

Your Secure Aetna* Member Website

As an Aetna member, you can use Aetna Navigator as your online resource for personalized benefits and health information. You can take full advantage of our interactive website to complete a variety of self-service transactions online.

Need temporary member identification information or a replacement member ID card?

Want to change a primary care physician and/or dentist?

Need to check the status of a claim?

You can do it all online — 24 hours a day, 7 days a week — from wherever you have Internet access.

Aetna Navigator helps you make the most of your health benefits plan. You can also:**

- Review who is covered on your plan.
- Check your Flexible Spending Account (FSA) status.
- Research the price of a drug and learn if there are less-costly alternatives.
- Learn the estimated cost of common medical and dental procedures in your area before they are performed.
- Receive personalized health and benefits messages.
- Contact Aetna Member Services.

In addition, you'll have access to credible health information on the Web.

For further details about Aetna Navigator, and all of the personalized features you can access when you register, please refer to the back of this fact sheet. If you need more information, contact your employer.

**If included in your plan.

Aetna Members, Register Today!

Registering for Aetna Navigator is quick and easy. Here's how:

- Go to www.aetna.com and select Aetna Navigator.
- Click on the "Register Now" link.
- Complete the requested information to verify that you are an Aetna member.
- Select a user name, password and security phrase.

Once your registration is complete, your user name and password will give you access to all the features of Aetna Navigator. You will receive a confirmation postcard via the U.S. Postal Service at the address we have on file. You can find help with questions about registration, security and software by clicking on "About Registration" at the top of the online registration form. Personal registration assistance is available toll free, Monday through Friday, from 7 a.m. to 9 p.m. Eastern Time at 1-800-225-3375.

*Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefits coverage include: Aetna Health Inc., Aetna Health of California Inc., Aetna Health of Illinois Inc., Aetna Health of the Carolinas Inc., Aetna Health Insurance Company of New York and/or Aetna Life Insurance Company. In Arizona and Texas — Aetna Health Inc. and/or Aetna Life Insurance Company.

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Key Features*

Review Your Plan and Benefits Information

- Who is covered, primary care physician (PCP), or primary care dentist (PCD) selections.
- Detailed claims status for medical, dental and pharmacy and Claim Explanation of Benefits (EOB) statements.
- Pharmacy information, including the Preferred Drug List (formulary), directory of participating pharmacies, mail-order drug program and the prescription drugs cost tools.
- Flexible Spending Account (FSA) status, account balance(s), payment details and tools for understanding and managing health care and dependent care spending accounts.

Perform Transactions

- View and print temporary member identification information in wallet card-size format and request replacement member ID cards.
- Get Aetna Member Services contact information, including phone numbers and mailing addresses.
- Send a secure e-mail message to Aetna Member Services (also available in Spanish). From the claims detail page, send a message about a specific claim with important information about the claim prefilled in the message.
- Find health care professionals and facilities that participate in your plan using our DocFind® online directory — in English or Spanish.

- Request e-mail alerts when new information, such as Claim Explanation of Benefits statements or FSA payments, is available for you to view on your secure Aetna Navigator home page.

- Change PCP and PCD selections.

- Print out Aetna standard forms.

Access Sources of Health Information

- **Aetna IntelliHealth® Website** — Our award-winning consumer website, for credible health, dental and wellness information provided by Harvard Medical School.
- **Healthwise® Knowledgebase** — A user-friendly online tool that provides information on hundreds of health topics (available in English and Spanish).
- **Interactive and Streaming Videos** — Health topics such as asthma and healthy heart.

Use Tools To Manage Your Health Care

- **Estimate the Cost of Care** — Compare the estimated average costs for health care services in your area. See how much you could potentially save by choosing a doctor who participates in Aetna's network. Review costs for:
 - > **Medical Procedures** — selected medical services and surgeries.
 - > **Office Visits** — from routine physicals to more complex emergency room visits.
 - > **Medical Tests** — lab tests, X-rays, MRIs and many other tests.

Don't delay!
Take a tour of Aetna
Navigator today at
www.aetna.com.

> **Diseases & Conditions** — specific diseases and conditions, such as asthma, diabetes or pregnancy.

> **Prescription Drugs** — brand-name drugs as compared to their generic equivalents, whether purchased at a retail pharmacy or through our mail-order drug program.

- **Simple Steps To A Healthier**

Life® Tool — Complete a health assessment survey and receive an action plan tailored for you.

- **Aetna Navigator™ Hospital Comparison Tool** — Get an easy-to-understand report based on hospital outcomes information that lets you compare hospitals in your area to help you decide where to access medical care.

- **Rate Your Medical Professional** — Submit a survey to rate medical professionals in the Aetna network. View survey results on DocFind to see what other members are saying.

*If included in your plan.

If you need this material translated into another language, please call Member Services at 1-888-98-AETNA (1-888-982-3862).

Si usted necesita este documento en otro idioma, por favor llame a Servicios al Miembro al 1-888-98-AETNA (1-888-982-3862).

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