

Website Registration (<https://www.aetna.com/about-us/login.html>)

aetna™ Contact us Espanol Search Explore Aetna sites

Who we are Initiatives Investors Health section **Login**

Select your role to login

Member >

Agents/Brokers

Employer

Medical Provider

Dental Provider

MEMBER LOGIN

Find care, manage costs, try a health program and more. It's all about you.

If you're a Medicare member [login here](#).

Login

[Forgot your username or password?](#)

DON'T HAVE AN ACCOUNT?

It's easy to register. And when you do, you'll get access to tools, tips and programs to help you reach your healthiest you.

Register

HAVING TROUBLE SIGNING IN

We're here to help. Just [contact Member Services](#). Or call the number on your ID card.

Download the new Aetna Health™ app to make it easier to manage your benefits on the go!

Download on the App Store GET IT ON Google Play

Create an Account

To get you set up, we just need some basic info.

Your Member Info

Choose how to create your account. Most people use their Member ID. You can find your Member ID on your ID card, Welcome Letter, or any EOB we sent to you.

Choose Social Security number, drop the "U" from your member ID and add dashes as noted Social Security number

[Need help finding your Member ID?](#) See next page for a sample ID card.

Your Personal Info

Full first name*

Full last name *

Date of birth*

Month Day Year

Zip Code *

Continue

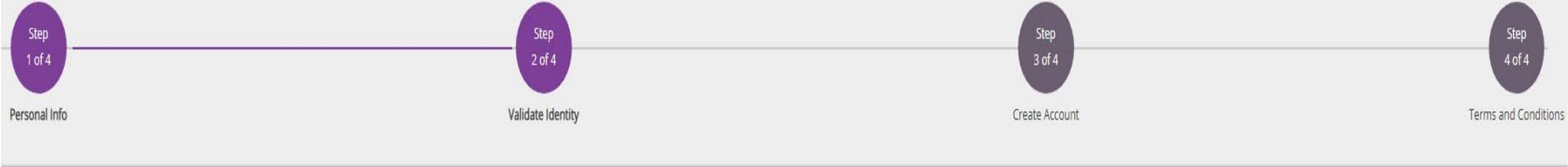
Step 1 of 4 – Here’s a sample member ID card to help you locate your member ID:

On my ID Card





We don't recognize your browser



How should we send your security code?

[Learn More](#)

- Text to [Change](#)
- Call to [Change](#)
- Email to [Change](#)

[Send me the code](#)



Example of Adding or Changing Email ID

Add/Change Email ID

Enter the email you want your security code to be sent to

Email ID

Confirm Email id

Example of Adding or Changing Number

Change Number

Enter the mobile number you want your security code to be sent to

Mobile number

Confirm mobile number
 ✓

This may update the contact information on your profile. Please view your profile to verify your preferences.

Additional Authentication Needed

We need additional authentication because this is a new way to contact you.

Please select an option to validate your identity

- Verify me using my phone number
- Verify me using Knowledge Based Questions

Cancel

Next

Step
1 of 3

Your user name

Step
3 of 3

Choose a new password

How should we send your security code?

[Learn More](#)

- Text to [Change](#)
- Call to [Change](#)
- Email to [Change](#)

Send me the code

When the user clicks on “Learn more” the following screen is displayed.

The screenshot shows a modal window titled "Learn more" from Aetna's New User Registration page. The modal has a purple header with the text "Learn more" in white. The main content area is white and contains three sections of text. At the bottom of the modal is a purple button with the text "Close". The modal is set against a dark purple background with the Aetna logo at the top. Below the modal, there is a grey footer area with the text "Footer links comes here" and a small "0px" label on the left.

aetna®

New User Registration

Learn more

Protecting you, first

Protecting your personal identity and health information is important to us. That's why we have the Next Generation Authentication program. It confirms if users are who they say they are.

How it works

All you have to do is enroll your web browser as a "trusted browser" before logging into Aetna Navigator®. If you login through a different web browser we will send you a verification code to confirm your identity. You'll receive this code via phone or email.

What if I can't access the code?

You'll be able to enter in new contact information to receive the code. To keep accounts safe, we may ask you a few questions to confirm your identity before using the new information. Once this process is complete, we'll remember your device and browser for future logins.

Close

Footer links comes here

0px

In this example, the member confirms or changes their mobile number in the **Text to** field and presses the Send me the code button.

How should we send your security code?

[Learn More](#)

Text to [Change](#)

Call to [Change](#)

Email to [Change](#)

[Send me the code](#)

Agree to Aetna Security Code - Terms And Conditions – and click on “Send me the code” (*prior screen will display again*)

Terms And Conditions

Aetna Security Code - Terms and Conditions

Your request to receive a security code via a text message is your approval for Aetna to send you this type of text message at this specific date and time.

Your Aetna text message will appear with a random numeric short code. The text message itself will begin with "Aetna:" .

Message and data rates may apply. Message frequency depends on account settings. Mobile carriers are not liable for delayed or undelivered messages

Participating carriers include T-Mobile®, Verizon Wireless, AT&T, Sprint, Boost, U.S. Cellular®, MetroPCS, Virgin Mobile, and Cricket.

For information on how to receive a security code by email or voice, reply to the security code messages with the word **STOP to 65313.**

For help with your security code, reply to the security code message with the word **HELP to 65313**, or call the customer service number on your ID card.

[Privacy Policy](#)

Step 2 of 4 Validate Identity

Step 3 of 4 Create Account

Authentication (Option 1): Mobile Network Operator

If a phone number is changed, there is a phone number screen to enter new phone number (this exists), then user has option to do MNO or KBA (exists with screen you just added), then there needs to be a flow if user chooses MNO with a consent screen (see below) and then the confirmation screen (see below).

The screenshot shows the Aetna logo at the top. Below it, a purple banner reads "Validate your identity". A central modal window titled "Additional Authentication Needed" contains the following text: "We need additional authentication because this is a new way to contact you. Please select an option to validate your identity". Two radio button options are listed: "Verify me using my phone number" (selected) and "Verify me using Knowledge Based Questions". A sub-note explains: "We will send you a one-time security code or call you with your unique PIN for identity verification. We'll confirm the number matches your phone carrier information to ensure account security." At the bottom of the modal are "Cancel" and "Next" buttons. The background shows a progress indicator with "Step 1 of 3" and "Your user name" on the left, and "Step 3 of 3" and "Choose a new password" on the right. At the bottom of the page, the text "How should we send your security code?" is visible.

Phone Verification Consent

We'll use your data to verify your identity and help prevent fraud. See our [Privacy Policy](#) for how we protect your data.

- You authorize Aetna to disclose your name, address and mobile number to its service providers, to perform identity verification and help prevent fraud.
- You authorize your wireless operator to disclose your mobile number, name, address, email, network status, customer type, customer role, billing type, mobile device identifiers (IMSI and IMEI) and other subscriber status and device details, if available, to our third party service provider, solely to verify your identity and prevent fraud for the duration of the business relationship.

Identity verification is powered by Capital One Confrm.

Step 1 of 3: Your user name | Step 3 of 3: Choose a new password

Phone Number Verification

✔ Your phone number has been verified. We will send a 6-digit code to your mobile phone or we will call you directly based on your selection.

Step 1 of 3: Your user name | Step 3 of 3: Choose a new password

Authentication (Option 2): Knowledge Based Authentication screens

Additional Authentication Needed

Please help us keep your account secure by answering the following questions to validate your identify.

Member must answer 3 questions correctly. If 1 question incorrect, they will be required to answer an additional 2 questions to pass KBA.

Knowledge Based Authentication

Please help us keep your account secure by answering the following questions to validate your identity

Question 1 of 3 

Where was your social security number issued?

- Connecticut
- Wyoming
- Missouri
- West Virginia
- None of the above

Knowledge Based Authentication Success

Open in new tab

Knowledge Based Authentication



You have successfully passed

Send me the code

Confirm browser fingerprint using security code

We don't recognize your browser

Step
1 of 4

Personal Info

Step
2 of 4

Validate Identity

Step
3 of 4

Create Account

Step
4 of 4

Terms and Conditions

We have sent your code to your phone.

Enter the code

Get a new code

Change code delivery

Continue

[Privacy Center](#)

[Terms of Use](#)

[Legal Notices](#)

[Nondiscrimination Notice](#)





New User Registration



*marked fields are required

Create a user name*

Create a password*

Retype this password*

Select a security question*

Select ▼

Answer*

Email

Verify email

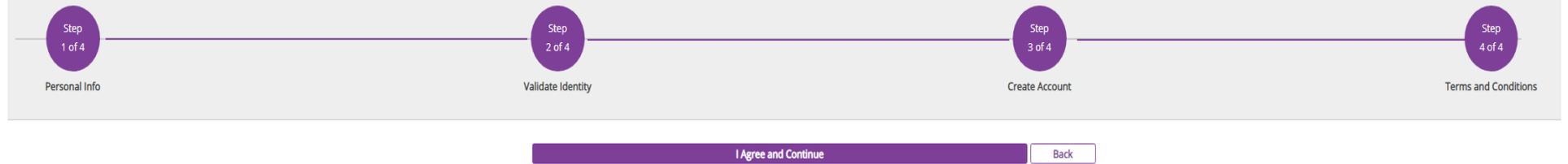
Continue



Step 4 of 4 – Terms and Conditions



New User Registration



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 member website, 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. This website 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 your member website 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's member website. You can have any document provided in paper form at no cost to you by calling Aetna Member Services. Your election to receive electronic documents will continue until you change your paper-saving preferences. You may change your paper-saving preferences at any time.

Applicability

This agreement shall apply to any and all of your uses of the services via this website. These terms and conditions shall survive any termination of your access to any one or more of the services. Aetna may terminate your access to any one or more of the Services if you violate any of these terms and conditions.

Notice

We may deliver notice to you concerning this agreement by means of electronic mail, by a general notice posted on the website, or by written communication delivered by first-class U.S. mail to your address on record in our files.

Identification

You represent that you have properly identified yourself by entering your own name and personal identifiers when registering for this site and not those of any other person.



We don't recognize your browser

Success

The next time you log in from the same device, you'll skip this process.
If you're on a public computer, please select "Do not remember me"

Remember Me

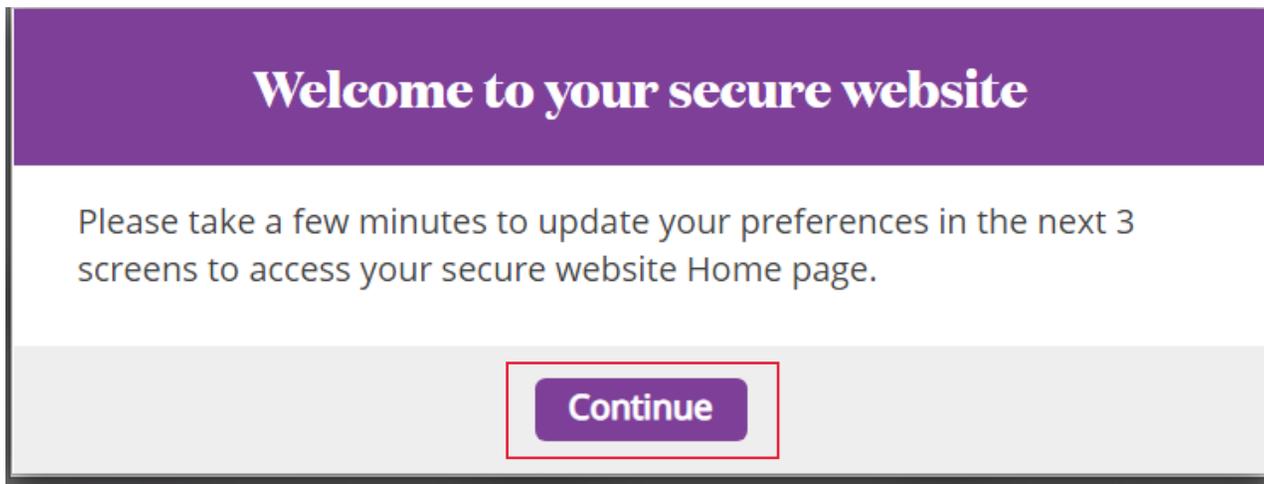
Do not remember me

Continue

- Remember Me – Browser identity will be retained. Member will not be required to go through KBA flow if use same browser.
- Do not remember me – Browser identity will not be retained. Member will be required to go through KBA flow. *If member on Public device, this option must be selected.*

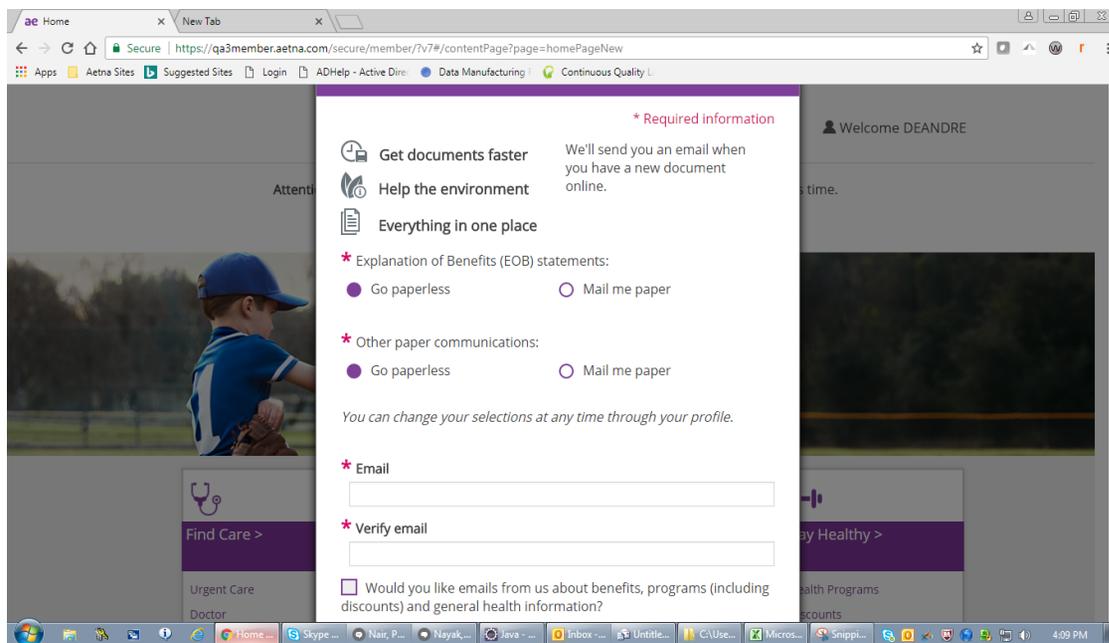
SKIP THIS PAGE AS IS NOT APPLICABLE - CLICK CONTINUE

User account created – start of first time user profile set up



When “Continue” is clicked, first time validation screens will appear.

Paper Suppression – Did not provide email address during registration:



Paper Suppression - Provided email address during registration:

Electronic documentation

1 of 3 steps

-  **Get documents faster** We'll send you an email when you have a new document online.
-  **Help the environment**
-  **Everything in one place**

You are currently saving paper by receiving communications electronically. You can change this preference at any time through your profile.

[Continue](#)

Telephone preferences

2 of 3 steps

We can serve you better by keeping your contact information up to date.

Primary phone

8605756126

Ext

(Enter numbers only - no spaces or dashes)

Phone type

Choose one

Time zone

Eastern

Best time to contact

Daytime

Check the box to get updates about additional resources for your health, like digital apps, memberships and rewards. Please read the [terms about automated calls and texts](#).

Yes, I want to know about these helpful resources. I've read and accept the terms about automated calls and texts.

Update

Skip this

SKIP THIS AS IS NOT APPLICABLE - CLICK SKIP THIS AND GO TO SITE

Please share some additional details

3 of 3 steps

We are committed to improving racial and ethnic disparities and differences in health care.

Why should I provide this information?

- Self-identifying your race and ethnicity helps us to create specific health programs based on risk and certain conditions
- Responses are voluntary, and we keep this information confidential
- This information does not affect your healthcare costs or coverage

Race/Ethnicity

Choose one ▼

Primary spoken language

Choose one ▼

Primary written language

Choose one ▼

[Go to Profile](#)

[Update and go to site](#)

[Skip this and go to site](#)



Registration - iOS

Step 1 Personal Information

[← Back](#)

Create an Account

To get you set up, we just need some basic info.

First Name
Juan

Last Name
Maxwell

Date of Birth
12/14/1986

Email
test@aetna.com

ZIP Code
06511

Your Member Info

Choose how to create your account. Most people use their Member ID.
Need help finding your Member ID?

Member ID Social Security Number

Member ID
123456

[Next](#)

Step 2 Create Account and T&C

[← Back](#)

Create a Username & Password

Username
Bjohn18

Password

Confirm Password

[I Agree and Continue](#)

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 member website, Simple Steps To A Healthier Life®, CVS Caremark® Mail Service Pharmacy 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

Step 3 Select Security Question

[← Back](#)

Pick a Security Question

If you forget your password, we'll ask you this question. This is to protect your account and make sure it's you.

What was your nickname as a child? [>](#)

Your Answer

[Next](#)

Step 4 Success

Your account is all set up.
Now you can manage all your health care needs in one place.



[Let's Go](#)

Android

Registration



Registration - Android

Step 1 Personal Information

←

Create an Account

To get you set up, we just need some basic info.

First Name
John

Last Name
Boggs

Birth Month
February

Birth Day
1

Birth Year
1951

Email
test@aetna.com

ZIP Code
22102

Your Member Info

Choose how to create your account. Most people use their Member ID.

[Need help finding your Member ID?](#)

Member ID Social Security Number

Member ID
300002899800

Next

Step 2 Create Account and T&C

←

Create a Username & Password

Username
BJohn18

Password
.....

Confirm Password
.....

I Agree and Continue

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 member website, Simple Steps To A Healthier Life®, CVS Caremark® Mail Service Pharmacy 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.

Step 3 Select Security Question

←

Pick a Security Question

If you forget your password, we'll ask you this question. This is to protect your account and make sure it's you.

What is your father's middle name?

Your Answer
....

Next

Step 4 Success

Your account is all set up.

Now you can manage all your health care needs in one place.

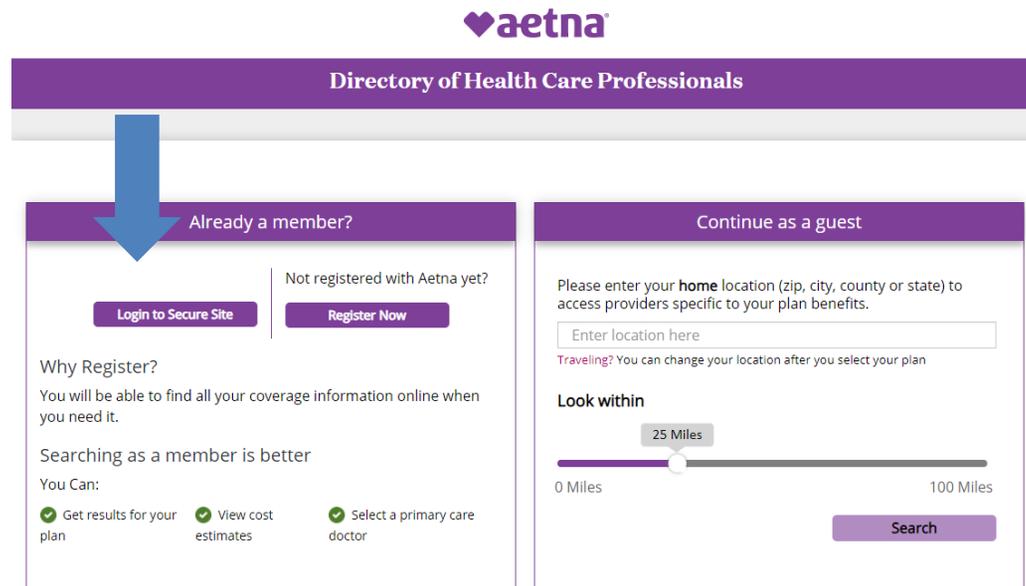


Let's Go

Cost Estimator Tool Instructions

www.aetna.com/docfind (your browser will be directed to this page automatically).

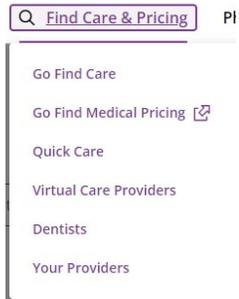
Register using the button below (see blue arrow).



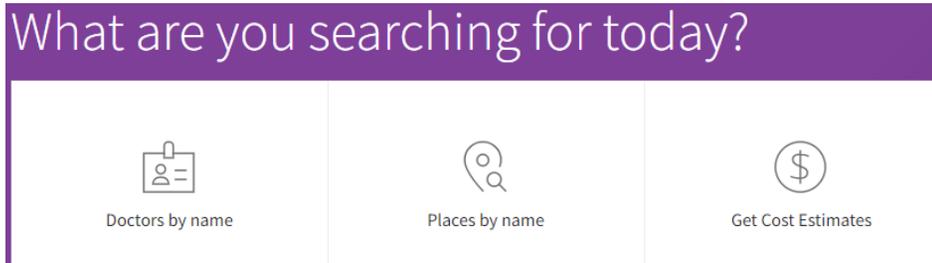
After logging into the secure site using your credentials, the following page header is displayed. Select, Find Care & Pricing



The following menu will display. Select Go Find Medical Pricing



The following page will display



Select **Get Cost Estimates**, and enter a procedure, then select which procedure in the list that displays.

Using biopsy as an example: A list of biopsy procedures will display, member can select the specific procedure to see the cost.

The next screen displays with the office visits necessary before and after the procedure with the estimated costs for each.

About

DESCRIPTION

This procedure involves the removal of a suspicious sample of the cervix to check for the presence of abnormal, or cancerous, cells. This group of services includes an office visit before and after the surgical procedure.

[Expand all](#)

Step 1	Office Visit 3 service(s)	\$152	▼
Step 2	Office Visit with Specialist for Evaluation 2 service(s)	\$418	▼
Step 3	Cervical Biopsy 4 service(s)	\$1,175	▼
Step 4	Follow-up Office Visit 1 service(s)	\$147	▼
Total cost 10 service(s)		Local average \$1,892	

For each procedure, more details are available when selecting the type of procedure. Click on More details in the highlighted box.

SPECIALTIES Nurse Practitioner	CONTACT Main: (206) 402-5767 Email: None + 1 more	LANGUAGES SPOKEN English	 \$317 / you pay More details
OFFICE HOURS Call (206) 402-5767	BOARD CERTIFICATION None		

THE FOLLOWING IS NOT APPLICABLE:

Details of Your benefits will display, including Paid this year to date, Amount that will be applied to the deductible for this service and the Amount left to meet the deductible.

Out-of-Pocket Max information is displayed, including amount Paid this year to date, Amount that will be Applied to this service, and the Amount left to meet out-of-pocket maximum

CALL THE TRUST OFFICE FOR YOUR SPECIFIC BENEFITS, DEDUCTIBLE MET AND OUT-OF-POCKET MAX INFORMATION .

Place of Service	Total cost
Office	\$317
Off Campus-Outpatient Hospital	\$317
Inpatient Hospital	\$317
On Campus-Outpatient Hospital	\$317
Ambulatory Surgical Center	\$317
Independent Clinic	\$317

Print this screen

SOUND HEALTH TRUST USES AETNA CHOICE POS II PREFERRED PROVIDER NETWORK



Disclaimer

Additional information about this service or data

Important Note for members with a Tiered Network Plan: Tiered network plans have a higher benefit level for services provided by a “Tier 1” or “Preferred” provider. This means that members with a tiered network plan will pay less for services when visiting a provider in Tier 1 than you would pay when seeing providers in other tiers. Keeping your wallet in mind, this cost estimate will show the highest possible amount you would be responsible for. You may be able to reduce your out of pocket costs if you visit a provider in Tier 1. We encourage you to refer to your plan documents for your Tier 1 cost sharing level. You can also contact member services by calling the number on your ID card.

The amount you'll pay is an estimate and isn't a guarantee of coverage or payment. For example, we may need to determine whether the item or service is medically necessary in your case before making a payment. Actual costs may differ from an estimate for various reasons. For example, if your physician provides additional services during your visit, your charges could be more than the cost estimate. If you or your dependent have coverage under another plan, the payment we make may be lower. This is a result of coordination of benefits.

If the item or service is billed as preventive care, you or your dependent may not need to pay out of pocket.

We can't guarantee the availability of any particular provider. And the provider network is subject to change.

The provider may send different procedure codes on the claim. These aren't reflected in this estimate. You should review this information with your provider and discuss your share of the costs. You'll need to do this before services are done.

The provider charges may vary from the provided estimate. To the extent permitted by law, out-of-network (nonparticipating) providers may bill you for the difference between what they charge and what we pay.

Services may be subject to prior approval, concurrent review or other medical management requirements under your medical plan. Before you get care, you should talk with your provider. You'll want to be sure that all necessary approvals are in place.

Need help understanding this estimate? Call us at the toll-free number on your medical ID card.

Different places of service

Your insurance provides different levels of coverage depending on the type of place where this service is performed. Your place of service can change depending on where your provider schedules the service to take place. For the most accurate costs, please confirm the place of service with your provider.