

Aetna Global
Benefits

Aetna Navigator®: Registration/Temporary ID Cards

We want you to know™



Online Tools: Aetna Navigator®

Aetna Navigator® puts you in charge -

Utilize Aetna Navigator® to access the following resources:

- View completed claims information for medical, dental and pharmacy
- Download claim history
- Access Explanation of Benefits (EOB) statements ~ our vehicle of communication with our members
- Print wallet-size temporary member identification cards
- Order replacement ID cards

The following instructions provide step-by-step details on how to register for Aetna Navigator®, print off Temporary ID Cards and how to locate providers in the U.S. . Go to www.aetnainternational.com to locate overseas providers and facilities.

Step 1: Access www.aetnanavigator.com;
1st time user: click on “Register Now”

Step 2: For first time users only, select “**I am an Aetna Member**”; select “**I am the subscriber, primary member, or employee**”, then click “**Next**”.

Your Secure Website - Microsoft Internet Explorer provided by Aetna

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://member.aetna.com/MbrSelfReg/welcome.do> Go

Links Aetna Sites Saved Favorites Aetna Intranet Aetna Technet MyAssistant - CSP - Search Criteria

Welcome!

Please select the button below to tell us something about you.

[> Login](#)
[> Forgot user name](#)
[> Forgot password](#)
[> Registration help](#)

I am an Aetna member or I am a member of another insurance plan registering for Personal Health Record or Simple Steps To A Healthier Life®.
>[How do I know if I should register here?](#)

I am the **subscriber, primary member** or **employee**.

I am the **dependent** of a subscriber, primary member or employee eligible for one or more of the following:
>Personal Health Record
>Simple Steps To A Healthier Life
>Aetna Rx Home Delivery

I am registering for Simple Steps To A Healthier Life® using an access code from my employer, dependent key code or work email address.
>[How do I know if I should register here?](#)

I have an **access code** or **dependent key code**:

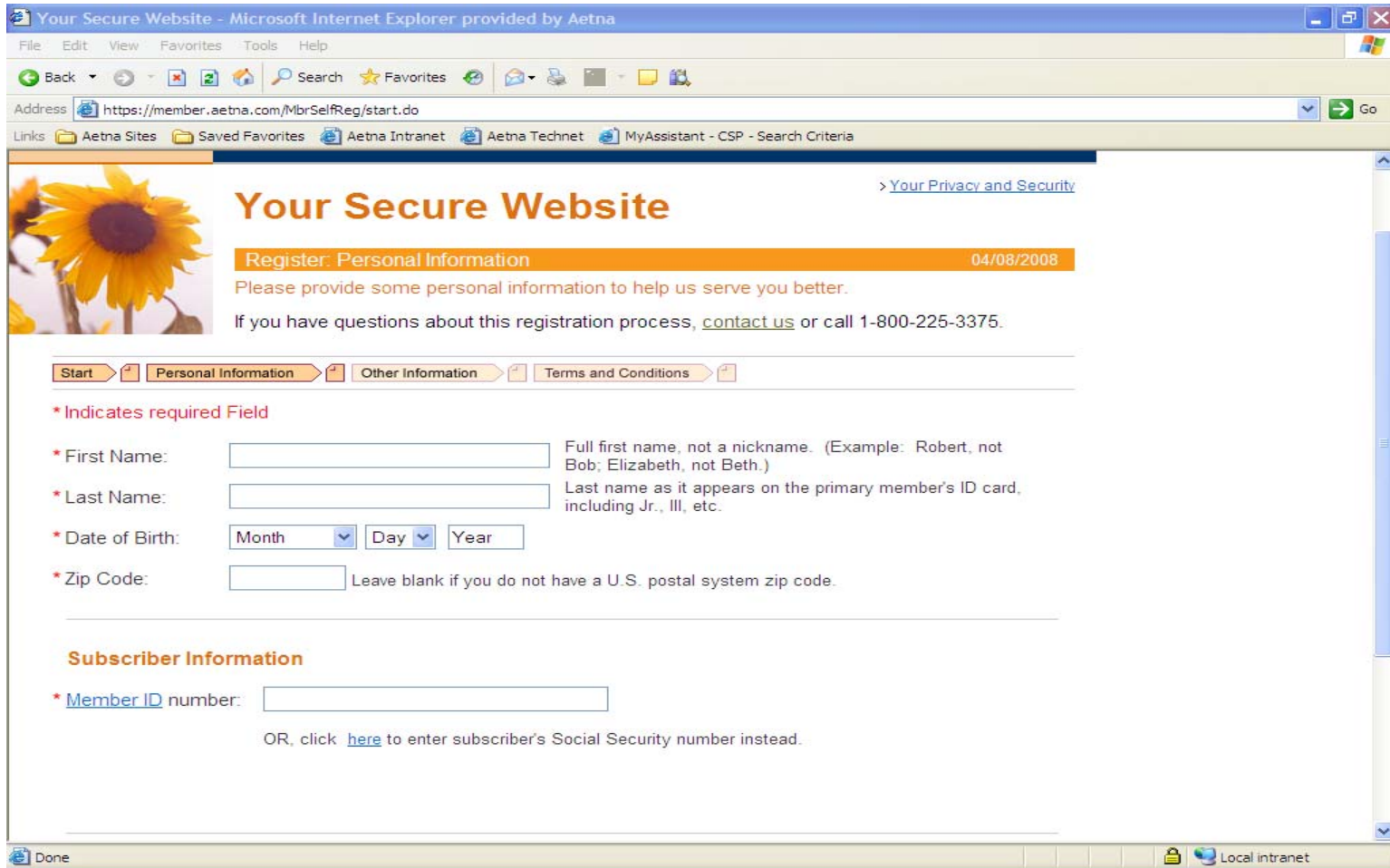
I have a **work email address**:

Next Cancel

Local intranet

Step 3: Complete Personal Information.

NOTE: Check with your HR/Benefits contact for how your name and address were submitted to Aetna during enrollment. Also, enter your name exactly as what you used to enroll, i.e., 'Robert', not 'Bob'. Please be certain to include the zip code of the mailing address that you provided to Aetna during your enrollment process. If an international address, leave zip code BLANK.



The screenshot shows a Microsoft Internet Explorer browser window displaying the Aetna website. The address bar shows the URL: <https://member.aetna.com/MbrSelfReg/start.do>. The page title is "Your Secure Website" and the date is "04/08/2008". The main heading is "Your Secure Website" with a link to ">Your Privacy and Security". Below the heading is a registration progress bar with four steps: "Start", "Personal Information", "Other Information", and "Terms and Conditions". The "Personal Information" step is currently active. The form includes the following fields and instructions:

- * Indicates required Field**
- * First Name:** Full first name, not a nickname. (Example: Robert, not Bob; Elizabeth, not Beth.)
- * Last Name:** Last name as it appears on the primary member's ID card, including Jr., III, etc.
- * Date of Birth:** Month Day Year
- * Zip Code:** Leave blank if you do not have a U.S. postal system zip code.

Below the personal information fields is a section for "Subscriber Information" with the following field:

- * Member ID number:**

OR, click [here](#) to enter subscriber's Social Security number instead.

*** There is no need to register for each family member ~ registering with the Head of Household information (i.e., as enrolled with AGB) will provide access to claims information for all family members. ***

Step 4 (1st time users): Complete form to establish your User Name and Password and also set your registration parameters (EOB mailing options, Email notification, etc.)

Important: Please reach out to your HR/Benefits contact for guidance on what to select here.

Your Secure Website - Microsoft Internet Explorer provided by Aetna

File Edit View Favorites Tools Help

Address <https://member.aetna.com/MbrSelfReg/personalInformation.do>

Links Aetna Sites Saved Favorites Aetna Intranet Aetna Technet MyAssistant CSP - Search Criteria

Paper Saving Option

Would you like to save paper and see your information sooner? Turn off paper statements. [>more](#)

If you turn off paper you can still view your statements online. What do you prefer?

Turn off paper Mail me paper

(Payment checks will still arrive by U.S. mail.)

Create a Username and Password

* Create a user name: Must be between 6 and 25 characters long and include at least one letter and one number (Example: 123abc).

* Create a password Must be between 8 and 20 characters long and include at least one letter and one number. It can include any of these symbols _ - ~ @. Cannot be the user name entered above, your first or last name, your first initial with your last name, or your answer to the security question below.

* Re-enter password

Security Question

* In what city or town were you born? [Why Are We Asking for the city or town where you were born?](#)

Now select an additional security question and provide an answer. If you forget your password, you will need to

*** The exact same User Name and Password selected for Aetna Navigator can be used to access the AGB website www.aetnainternational.com ***

Step 5: With your registration completed, you will now be directed to your Navigator home page. Enter your registered User Name and Password in the “Member Log In” section and click “Go.”

The screenshot shows a Microsoft Internet Explorer browser window titled "Aetna Member Log In - Microsoft Internet Explorer provided by Aetna". The address bar displays the URL: <https://member.aetna.com/MbrLanding/login.fcc?TYPE=33554433&REALMOID=06-36d8cb4d-4ac1-44c7-b12d-a80fba4b718e&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENT>. The page content includes a "Home" button, a sunflower image, and a "Your Secure Website" heading. Below this, it lists benefits of the secure website and provides a "Member Log In" section. The "Member Log In" section is divided into two columns: "Returning User" and "First-Time User". The "Returning User" column contains fields for "User Name:" and "Password:", a "GO" button (circled in red), and links for "Forgot your user name?", "Forgot your password?", and "Log In Help". The "First-Time User" column contains the text "I'm ready to register" and a "GO" button. At the bottom of the page, there is a copyright notice for 2001-2007 Aetna Inc. and links for "Web Privacy Statement", "Legal Statement", "Privacy Notices", and "Member Disclosure". The Windows taskbar at the bottom shows the "start" button, several open applications, and the system clock displaying "4:03 PM".

Home > [Registration help](#)
> [Your Privacy](#)

Your Secure Website

On Your Secure Website, you will find:

- Health information - To learn about various diseases and conditions and the ways to prevent them
- Insurance information - To become an informed consumer
- Personalized tools - To help you better manage your health
- Financial tools - To help you spend your health care dollars more wisely

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

[Take a site tour to learn more](#)



Member Log In

Returning User	First-Time User
User Name: <input type="text"/>	I'm ready to register
Password: <input type="password"/>	<input type="button" value="GO"/>
<input type="button" value="GO"/>	

> [Forgot your user name?](#)
> [Forgot your password?](#)
> [Log In Help](#)


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[Web Privacy Statement](#) | [Legal Statement](#) | [Privacy Notices](#) | [Member Disclosure](#)

*** You will notice Aetna Navigator has a new look and easier navigation ***



[Logout](#) | [Your Profile](#) | [Help & Resources](#) | [Contact Us](#) | [en Español](#)

Need Help? **Ask Ann.** Our Virtual Assistant is ready to help you. [Ask a question](#)




Home | Coverage & Benefits | Claims | Care & Treatment | Health Records | Health & Wellness

I want to...

- [Find a Doctor, Pharmacy or Facility](#)
- [Look up a Claim](#)
- [Check Coverage & Estimate Costs of Care](#)
- [View Benefits](#)
- [Order Medication Online](#)
- [Get a New ID Card](#)
- [View Health Records](#)
- [More...](#)

We are here to help



ASK A QUESTION

[Chat live](#) with a customer service representative

[Email us](#)

[Phone numbers and addresses](#)

Lauren, welcome to Aetna Navigator, Your Secure Member Website

Promo headline goes here, max two lines

Promo copy goes here, maximum of three lines. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus vehicula, nunc. [Learn more](#)

1 2 3 4 5

Your Balances

Deductible

Annual Includes Pharmacy

Amount Remaining: **\$1,647.88**

Health Fund

Amount Available: **\$877.49**

Flexible Spending Account

Dependent Care 2010

Amount Available: **\$3,217.30**

[Go to Balances](#)

Cost of Care

Stay *in* for savings!

Make sure your health care professional is in the Aetna network or you could end up paying more. [Learn more](#)

Average cost in your area for:

Mammogram

In-Network:	Out-of-Network:
\$487	\$966

[Get an out-of-pocket estimate](#)

[Go to Cost of Care](#)

Your Claims

You have 4 new claims since you last logged on to Aetna Navigator. [View new claims](#)

Member Name

All

Type of Claim

Medical

Dates

Last 30 days

VIEW CLAIMS

[Go to Claims](#)

Your Messages

ALERT: You are taking two medications that could conflict with each other.

[Details](#) | [View All Alerts](#)

HMO accreditation message goes here, or else placeholder messages, in which case with only a link to details.

[Details](#) | [View All Alerts](#)

Step 6: Upon logging into Navigator, you have access to a number of personalized health information resources such as claims status, electronic explanation of benefits, instant eligibility and more.

To view your ID Card, click on “**ID Card**”

ID card →

The screenshot displays the Aetna Navigator website interface. At the top, the Aetna logo and Plan Sponsor logo are visible, along with navigation links for Logout, Your Profile, Help & Resources, Contact Us, and en Español. A virtual assistant icon for 'Ask Ann' is also present. The main navigation bar includes Home, Coverage & Benefits, Claims, Care & Treatment, Health Records, and Health & Wellness. The left sidebar, titled 'I want to...', contains several menu items: Find a Doctor, Pharmacy or Facility; Look up a Claim; Check Coverage & Estimate Costs of Care; View Benefits; Order Medication Online; Get a New ID Card; View Health Records; and More... An arrow points from the text 'ID card' to the 'Get a New ID Card' option. Below this sidebar is a section 'We are here to help' featuring the 'Ask Ann Virtual Assistant' and contact options like 'Chat live with a customer service representative', 'Email us', and 'Phone numbers and addresses'. The main content area shows a welcome message for 'Lauren' and a 'Promo headline goes here, max two lines' section with a background image of a hand using a mobile device. Below the promo is a 'Your Balances' section with a dropdown menu set to 'Annual Includes Pharmacy' and an 'Amount Remaining' of \$1,647.88. Other balance sections include 'Health Fund' with \$877.49 available and 'Flexible Spending Account' with \$3,217.30 available. To the right of the balances is a 'Cost of Care' section with a 'Stay in for savings!' message and an 'Average cost in your area for: Mammogram' section showing In-Network costs at \$487 and Out-of-Network costs at \$966. Further right is a 'Your Messages' section with an 'ALERT' about medication conflicts and an 'HMO accreditation message'. At the bottom right is a 'Your Claims' section showing 4 new claims and a 'VIEW CLAIMS' button.

Step 7: View your ID Card. Use your Internet browser's print function to print this temporary ID Card.

The screenshot shows the Aetna website interface for ordering an ID card. At the top right, there are links for [Logout](#), [Your Profile](#), [ID Cards](#), [Help & Resources](#), [Contact Us](#), and [en Español](#). The main navigation bar includes [Home](#), [Coverage & Benefits](#), [Claims](#), [Care & Treatment](#), [Health Records](#), and [Health & Wellness](#).

The sidebar on the left has two sections: "I want to..." with links like "Find a Doctor, Pharmacy or Facility", "Look up a Claim", "Check Coverage & Estimate Costs of Care", "View Benefits", "Order Medication Online", "Get an ID Card", "View Health Records", and "More..."; and "We are here to help" with a "Ask Ann Virtual Assistant" feature and an "Email us" link.

The main content area is titled "Get an ID Card" and includes the text "Ordering a new ID card is easy." It is divided into two steps:

- 1 STEP ONE:** "Select a member and card type. Then click VIEW CARD." This step features a "Choose a Card" form with a "MEMBER NAME" dropdown set to "NORINE (You)" and a "CARD TYPE" dropdown set to "Medical". A "VIEW CARD" button is located at the bottom right of the form.
- 2 STEP TWO:** "If the card below looks good, click PRINT A TEMPORARY CARD or ORDER A NEW CARD." Below this text are two buttons: "PRINT A TEMPORARY CARD" and "ORDER A REPLACEMENT CARD". A note states: "(You should get your new card in 7 to 10 business days. If you need to see a doctor before then, please print a temporary ID card.)"

A preview of the front of a temporary ID card is shown on the right. It features the Aetna logo, the member's name "NORINE W MERRILL", and the group number "743391-010-00001". The effective date is listed as "05/08/2010". At the bottom, it provides the member services number "1-860-952-5000" and the text "Temporary Identification". The word "Front" is written to the right of the card preview.

Member Assistance

For assistance with website registration or assistance with accessing the tools and resources available via Aetna Navigator, please contact:

AGB International Service Center
(available 24 hours a day, 7 days a week)

Toll free Phone: +1-800-231-7729

Collect Phone: +1-813-775-0190