Member Secure Website for Aetna International
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## Secure Member Website

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Aetna International Secure Member Website

- Find doctors, specialists and hospitals
- Submit and track claims
- Set up reimbursements
- Access your policy documents and forms

If you are a new member or have not yet registered, please click the “Register now” button and follow the instructions.

If you have already registered, you can simply click “Log in Member.”
Step 1: Register

Sign up for your online account today

Follow this simple three step process to complete your registration. You will need your unique Member ID Number. Once you’ve registered, you’ll be able to log-in and access your plan and policy details, health and wellness resources, international travel tools and much more.

1. Step 1 of 3: Select Your Plan

Let’s get you to the right place. To get started, enter your name, date of birth, and Member ID.

Get Started! Choose Your Plan Type

- Aetna International Plan Member
- Aetna WorldTraveler™ Plan Member

Select the plan type that applies to you.

Continue  Cancel
Once you have selected your plan type, you will need to fill in these boxes with a few personal details.

You will find your member ID number on your Aetna International membership card. If you are a Pioneer or Summit plan member, then your ID number can also be found in your welcome letter or welcome email.

If you do not know your ID Number, please contact the Aetna International Service Center.
Log In

One global log in and registration screen now identifies you and sends you directly to your Secure Member Website.

If you are an existing member, enter your username and password details in the boxes provided.
If you’re having trouble remembering your username, click “Forgot username?” to help you recover your login information.

If you’re having trouble remembering your password, click “Forgot Password?” to help you recover your login information.
Secure Member Website
Summary of registration/log in process

Your personal details are used for enrolment

Your member ID number is on your membership card
Secure Member Website

Overview

Main navigation located at the top of the page

Contact information located on top menu, right-hand side
Secure Member Website Overview

- **Find Health Care**
  - Locate doctors, hospitals and request Direct Settlement for costly procedures

- **Claims Center**
  - Payment Autopilot set up
  - Submit claims online
  - Search claims

- **Policy Documents & Forms**
  - Member Kit “how to” use your benefits
  - Claim form

- **Tools & Resources**
  - Wellness Centre

- **FAQs**

- **Contact Us**

Aetna International
Find Health Care

- Locate doctors, hospitals and request direct settlement for costly procedures

Search our International Doctor Directory to find providers from Australia to Zimbabwe

Search our Direct Settlement network

Aetna International
Find Health Care
U.S. doctor directory

Search for health care near you

- Search for U.S. providers using DocFind by selecting “United States Of America” from the drop-down menu and “Any” city, then clicking “SEARCH.”
- Key in your zip code and desired provider type, then click “SEARCH.”
- Select your PPO plan choice, then click “CONTINUE.”

Common Searches

- Healthcare Professionals
  - Doctors (Primary Care)
  - Pediatrics
  - Medical Specialist
  - Medical Therapists
  - Dentists (Primary Care)
  - Dentists (Primary Care Mexico)
  - Dental Specialists
  - Natural Therapy Professionals
  - All Medical Professionals
  - All Dental Professionals
  - Pharmacies
  - Vision routine eyewear and exam

- Conditions
  - Acid Reflux
  - Acne
  - Addiction
  - Alcohol abuse
  - Allergy Symptoms
  - Alzheimer's Disease
  - Angina
  - Anxiety or Panic Disorder
  - Arthritis
  - Asthma
  - Attention Deficit Disorder
  - Autism Spectrum Disorders
  - + More

- Procedures
  - Find a Flu Shot/Vaccine Provider
  - Allergy Shots
  - Artificial Insemination
  - Back Care
  - Bariatric Surgery
  - Behavioral Therapy
  - Biofeedback
  - Biopsy
  - Bone Density Scan
  - Breast Care
  - Cardiac Catheterization
  - Cardiac Angioplasty
  - Cardiac Stents
Automatically populates facilities in the city you provided during registration. Ability to search for a provider in a different city or country.

Submit a request for one of the facilities listed or for a facility not in the Direct Settlement listing.
Claims Center is now located at the top of the welcome page to assist with quick navigation.

Click “Start a new claim”
Some fields may be blank during your first claim submission. Some of your information will automatically appear in future claim submissions.
On this step, you will select a medical, dental, pharmacy, wellness, vision or maternity claim and fill out the details of the treatment received. Claims for Personal Accident and Travel policies cannot be filed online, but should be done via claim forms that can be found in the Policy and Documents section.

Select claim type you’re submitting and complete required treatment summary details.

To remove outdated/incorrect information, click on the red X under “Action” that corresponds to the treatment date.

Click “Add another invoice” to add information for multiple invoices.
### Payment details

We will only issue payment to:
- The patient if they are 18 or over, or to:
- The planholder/main member of the policy if they are under 18 and is a dependent under the plan, or to:
- The named parent or legal guardian of the planholder/main member of the policy if they are a dependent under the plan.

Note: The IBAN is mandatory for bank transfer in certain countries, such as the United Arab Emirates (UAE). This must be supplied if you are using a bank account in one of these countries. We recommend you check with your bank to confirm any IBAN requirements. Incorrect or missing IBAN may result in additional bank charges and delay payment.

Choose whether you’d like payment to be sent to the **Member or Provider**.

<table>
<thead>
<tr>
<th>Payment method</th>
<th>Account number</th>
<th>Beneficiary name</th>
<th>Submission date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check</td>
<td>3453453455</td>
<td>John Doe</td>
<td>06/04/2016</td>
</tr>
<tr>
<td>Electronic</td>
<td>3453453456</td>
<td>Jane Smith</td>
<td>10/03/2016</td>
</tr>
</tbody>
</table>

To use the same payment method we currently have on file, click “Yes.”

To set up a new reimbursement method, click “No.”
Add new payment method here

Choose which country the payment will be sent to via the dropdown box, then click “GO.”

The required fields will vary based on the payment methods available in the country you selected for your payment.

Choose the currency you would like to be paid in for this claim.

Aetna International
Step 4 – Upload necessary documentation

Click “Browse” to find and “Upload” all relevant documents needed to process your claim.

Read the information underneath “Declaration” and check the box, then click “Submit claim.”
Confirm that you have included all necessary items for completion by clicking “Yes.”
Congratulations! You’ve just submitted your claim.

Your claim has been submitted!

Additional information
Thank you. Your claim has been submitted with the following documents.
test.docx

Your Reference Tracking Number is 001000000000000. Please make a note of it as you might need this number if you would like to update this claim in future.

From this page you can confirm your attachments were uploaded successfully, retain your reference tracking number and Submit another claim.
You can search claim history with your claim reference tracking number or claim ID and click "SEARCH."

You can search claim history using your date of service and click "SEARCH."

You can filter your results by using the dropdown box to choose the name of the person who received services.

Your date of service will display here, or in the case of online submitted claims, the date will be your submission date.

Your claim reference tracking number

Your name will display here.

Your claim status will display vertically.

Your provider name will display here.
For a claim that has a final decision, you can click “Show details” to make an enquiry to Member Services and view your explanation of benefits.

Date of service for this claim

Member name and date of birth

If a payment was made, the date and payment reference number would appear here.

Click “MAKE AN ENQUIRY” to open a form that can be sent directly to Member Services.
Claims Center
Viewing your claim statement

Your member details will be displayed here.

We regret to inform you that your claim as detailed below is not eligible for the reasons stated below.

Policy No: MHP470322
Claim reference ID: 445762
Total claim amount: USD 1200.00
Amount not covered: USD 0

What your policy will cover:

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Claimed Amount</th>
<th>Excess</th>
<th>Covered Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Charges</td>
<td>USD 1200.00</td>
<td>USD 0</td>
<td>USD 0</td>
</tr>
</tbody>
</table>

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In your **Plan Documents** section, you can find member kit materials and other relevant plan information.

**Your Forms** section includes links to all of the forms you need in a downloadable format.

Click “See more” to access your forms.
Explore the health library.

Your travel tools & resources
We've designed our travel tools & resources to support what matters most to us — your total well-being wherever you are and wherever you’re going.*
*Subject to applicable law and regulation

Drug translation guides
Medications are sold under different names in different countries. If you take a prescription medication regularly, make sure you can find what you need, when you need it by using this valuable tool.

View drug translation guides

Explore the health library
Browse health and wellness topics and information on everything from fitness and nutrition to chronic conditions. Equip yourself with up-to-date information to stay well or manage a condition.

View health library

Questions? We're here to help
Wherever you are, we're here with you. Find claims information below or call us 24/7/365 on the number listed on your Member ID Card.

Need help submitting claims?
You can use our smart tool to submit a claim. Start a new claim here or update an existing claim. Please use the "Start a new claim" link on the home page. From there you can start a new claim, continue with a previously started claim or copy a previous claim.

Find a claim form
We have the forms you need in a wide range of languages. Find medical, dental, vision, pharmacy and long-term disability claim forms.

Stay connected
Count on us 24/7/365, wherever you are. Call us on the number listed on your Member ID Card or click here for more information.

Aetna International
FAQs

Here you will find answers to frequently asked questions.

Get answers to our most frequently asked questions here. If you can’t find what you need, we’re available 24/7/365.

Go to the “Contact Us” section for help.
Profile Settings

Here you can update your registration account settings (e-mail, city, country)
Profile Settings

Here you can update your registration account settings (email, city, country)

Update your profile settings

Update your contact details and preferences here so you’re kept up to date with all the latest news from Aetna International.

Update your profile settings

Contact e-mail: *

Country: *

City: *

This field is required.

Sign up to receive the latest news and benefits on our products and services to help you make smart decisions about your health care. You will have the ability to unsubscribe at any time.

Yes  No

When a new claims statement is available to view, I would like to receive notifications by:

- [ ] By e-mail
- [X] By SMS/text message

Here you can sign up to receive an automatic email or SMS when your claim has completed processing and when the claim statement is available through your Secure Member Website.

You can update your profile settings from this page.
Thank you