Health Hub
The new member experience
Table of contents

1. Registration
2. Log in
3. Home page
4. Find health care
5. My claims
6. Health and wellness
7. My plan and me
8. Questions
9. Aetna Navigator
Registration

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.”
Register Step 1

Select the plan type that applies to you.

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.

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 World Traveler Plan Member

Continue Cancel
Register Step 2

Once you have selected your plan type, you will need to fill in these boxes with a few personal details.
Register Step 2

Your partner in health

We make sure you have the care, support and security you need to look after your health and wellness.

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 recover your log in information.
Home page

Main navigation located at the top of the page.

Regionalized content banners display content and information based on member’s region.

Task-driven navigation centered around a regionalized image.
Find health care

Search our international doctor and direct settlement directory to find providers from Australia to Zimbabwe.

Helpful tips and overview simplifies the process.
Find health care

Results displayed with the option to expand and view more details.

Pre-authorize directly from result.

You can show or hide advanced filtering options. They include provider name, specialty, facility or tier.
Find health care

Click “Print results” to create a PDF of the full results.

The results can be printed or downloaded/saved to your computer or device.
My claims

We'll help you spend less time managing your claims, and more time living your life.

Claims can be filtered by member name, provider name, etc.

You can also modify or copy a claim by clicking the “+” sign of a specific claim.

New tabular format to easily view the different statuses of claims.
My claims

You have two options to start the process of submitting a claim:

1. Continue with a previously saved claim.
2. Start a new claim.
My claims

The claims submission process is simpler and consolidated into one experience:

1. Patient details
2. Claim details
3. Payment details
4. Upload your documents
5. Confirmation!
Health and wellness

Health and Wellness
A wealth of tools and resources designed to make health and wellness a breeze

Easier access to health and wellness information ... like our health library.

Take your personalized health assessment.

Contact our CARE team for any number of queries including pre-trip planning and world coordination of care.

©2017 Aetna Inc.
My plan and me

Members have in-depth information about their plan and member details.

1. Manage consent
   - Manage consent
   - Allow brokers and other members to manage your plan or submit claims

2. Member details
   - Member details
   - Check member details and amend your personal details

3. View documents
   - View documents
   - View Member Handbooks, the legal details and other plan documents

4. Repeat repayment details
   - Repeat repayment details
   - Also known as Recurring Reimbursement Election (RRE), set up your preferred payment method for regular eligible claims.
Manage consent allows members to provide consent for their broker to view theirs or – if applicable – their dependent's policy information and/or claim details.
My plan and me

View or edit your member details. Sign up to receive member-related emails and view your listed dependents, if applicable.

©2017 Aetna Inc.
My plan and me

“Request ID cards” will take you to Aetna Navigator where you can view and print your ID cards.

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.
Questions

Get answers to our most frequently asked questions here.

If you can’t find what you need, we’re available 24/7/365.

Use the contact information to call us or send us a message via a web form.

Looking for something else?
We're here to help you find it.

Telephone: +33 (0) 1 57 32 45 86
Fax: +1 860 754 9127
Email: MAEC@aetna.com
Thank you.