

Aetna Registration

How to Register

- Go to www.aetna.com
- Select "Log In/Register"
- Select "Register"
- Complete registration
 1. Personal Info
 2. Create a Secure Log In
 3. Terms and Conditions

Once registered members' will be brought to their Profile page where they can make sure their profile information captured during registration is correct.

Screen Shots

Registration

- [Personal Info](#)
- [Create a Secure Log In](#)
- [Terms and Conditions](#)

Forgot Password

- [Forgot Password](#)

Forgot User Name

- [Forgot Username](#)

Who Can Register

Aetna member website is available to all Aetna customers. The following members can register within 24-48 hours after their eligibility information is loaded into Aetna's systems:

- **Aetna subscribers**
- **Aetna dependents -**
 - All dependents can register for Aetna member website. However, dependents under the age of 13 must have the parent/guardian to register.
 - Registered dependents can change their primary care doctor or dentist and view their:
 - Deductibles and plan limits
 - Claims
 - Coverage & benefits
 - Health History Report (HHR)
 - Accumulators
 - Simple Steps To A Healthier Life (18 years and older)
 - Aetna Rx Home Delivery (13 years and older)
 - Personal Health Record (18 years and older)

Registration Rules

Dependents - All dependents can register for Aetna member website. However, dependents under the age of 13 must have the parent/guardian to register.

Other - Members of other insurance plans who are eligible for certain Aetna programs and services. When registered, they'll be able to access:

- Simple Steps To A Healthier Life (18 years and older)
 - Personal Health Record, if offered through their plan (18 years and older)
-

Pre-effective Date View

Members Can Register Before Their Plan Effective Date. New and existing members can register for Aetna member website and view their future coverage before their effective date once the new eligibility is loaded into Aetna systems (This does not apply to stand-alone FSA, HSA, HRA or RRA plans.) For existing members, when a customer makes a product change, the eligibility load into the new account structure will trigger the pre-effective date screen to appear when the user logs in to Aetna member website. The user must then select which product they want to view: the current product or the new product. A detailed chart is available to help you understand and explain to customers which features are available in the pre-effective date view of Aetna member website. Review the chart: [Pre-effective Date View Standard Features](#).

No Need To Re-register With Aetna Coverage With A New Employer

Registered members can access Aetna member website when they change employers and elect Aetna coverage under their new employer. The ability to log in to Aetna member website "travels" with the member - re-registration is not required under the new plan. The member continues to use the original user name and password created at registration. Aetna member website will present a view of the member's current coverage and of their prior coverage. If a member terminates Aetna coverage, they will continue to have access to Aetna member website for 24 months.

Technical Requirements

Aetna member website is best viewed with:

- Internet Explorer 11, Firefox, Safari 9 and Chrome
- 128-bit encryption*
- Cookies enabled**

*Before members can register or log in to Aetna member website, Aetna servers will check to see that they are using an approved browser - one that supports 128-bit encryption and uses SSL 3.0 or higher. When members attempt to access Aetna member website and fail due to encryption levels, direct links will be provided to Internet Explorer and Firefox. Members will be guided through the steps necessary to download 128-bit encryption browsers.

**Aetna member website uses cookies to uniquely identify a member and provide personalized features to the member; however, Aetna does not store member specific information within the cookies. For more information on Aetna's use of cookies, please refer to the privacy policy at: <http://www.aetna.com/about/privacy.html>

Registration

Personal Info

Aetna Navigator® New User Registration

Personal Info

*marked fields are required

Sign up using my

- Member ID
- Social Security number

Member ID*

Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us. [Get help locating your Member ID »](#)

Full first name*

Full last name*

Date of birth*

Month	Day	Year
▼	▼	▼

Zip Code*

Continue



Aetna Navigator® New User Registration

Create a secure log in

*marked fields are required

Create a user name*

Create a password*

Retype this password*

Select a security question*

Answer*

Email

Verify email

Continue



Aetna Navigator® New User Registration

Terms and Conditions

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 Navigator®, 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. Aetna 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 Aetna Navigator 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 Navigator. You can have any document

Feedback

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Forgot Password

aetna

Forgot Password?

Provide your user name

*marked fields are required

User name*

Date of birth*

Month Day Year

Continue

aetna

Forgot Password?

Answer the security question

*marked fields are required

What was the name of your first pet? *

▲ Security answer needed to continue

Continue

aetna

Change Password

We've confirmed your identity!

*marked fields are required

Create a new password to login

Create a password*

Retype this password*

Continue

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Forgot User Name



Forgot User Name?

*marked fields are required

Please provide the information below so we can help you to recover your user name.

Recover user name using

Member ID Social Security number

Member ID*

Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us.

[Get help locating your Member ID »](#)

Full first name*

Full last name*

Date of birth*

Month Day Year


Zip Code*

Continue



Forgot User Name?

Your account information

 Your user name is smith11970

You can login to Aetna Navigator® using this user name and your password (forgot password?).

I'm ready to log in

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