

# Registration and Log-in Guide

Aetna online tools and programs

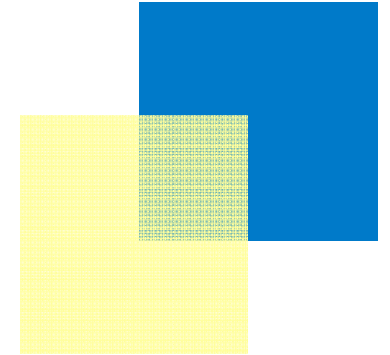
[www.aetna.com](http://www.aetna.com)



We want you to know<sup>®</sup>

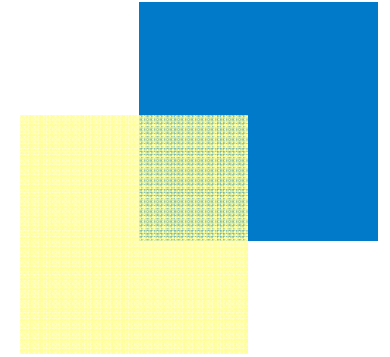


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# Go to www.aetna.com



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中文 | Español

For: [Members](#) | [Employers & Organizations](#) | [Health Care Professionals](#) | [Producers](#) | [About Aetna](#)

### Get Started

- Find a doctor, dentist, pharmacy or facility
- Get a form
- Look up a medication
- See how Aetna tools simplify health care

### Member Log In

- Forgot Your User Name?
- Forgot Your Password?
- New to the site? Register now!

## Keeping spirits up in a down economy

Tips to remain healthy and stress-free during troubled financial times

1 2 3

### Find the Right Plan

- Individual and Family Health Insurance
- For your organization

### Perspectives

Aetna, Earvin "Magic" Johnson promotes healthy living

1 of 3

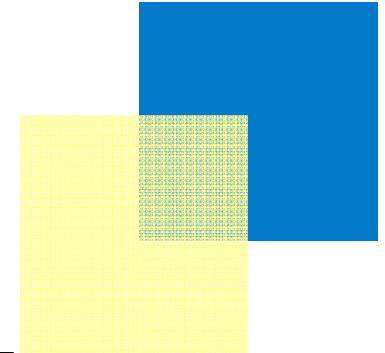
### We're Here to Help

- Member Services

log-in

register

# Register



**Employees (subscribers):**  
Click here to register.

**Dependents (covered family members, age 18 and over):**  
Click here to register.

**Register: Start** 05/27/2008

Thank you for registering. This process consists of only a few short steps.  
For help with this registration process, [contact us](#) or call 1-800-225-3375.

Start > Personal Information > Other Information > Terms and Conditions

### Welcome to Aetna Navigator® Registration!

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

Aetna Navigator is your single source for benefit information, with easy access to

- > Simple Steps To A Healthier Life®
- > Aetna Rx Home Delivery
- > Personal Health Record
- > Aetna Global Benefits
- > Health Assessment

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

**Next** Cancel

# Employee (Subscriber) Registration

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# Enter your information

\* 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:

\* Zip Code:  Leave blank if you do not have a U.S. postal system zip code.

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**Subscriber Information**

\* [Member ID](#) number:

OR, click [here](#) to enter the subscriber's Social Security number instead. Please note that you may not be able to use the Social Security number to register.

-  -  [Will my Social Security number work?](#)

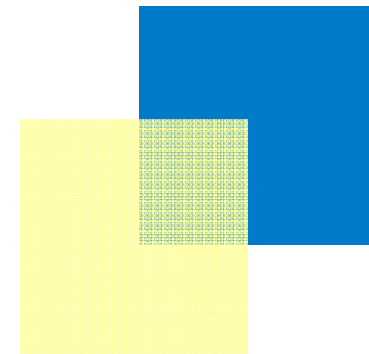
Re-enter subscriber's Social Security number

-  -

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If you do not have Aetna insurance, enter your **Social Security number.**

# Create your user name and password



## 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 answer this question to reset your password.

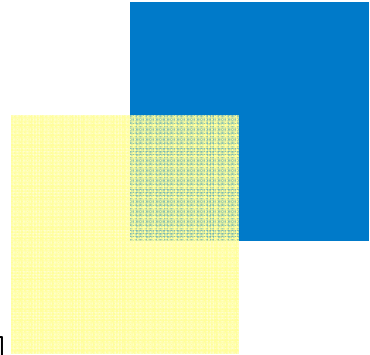
\*


\* Your answer

We want you to know®



# Secure subscriber home page



We want you to know<sup>®</sup>  


[Your Profile](#) | [Site Map](#) | [Contact Us](#) | [Log Out](#) | [en Español](#)

[Home](#) | [Benefits](#) | [Claims & Balances](#) | [Requests & Changes](#) | [Take Action On Your Health](#)

Welcome to Your Secure Website

**Related Shortcuts**

- [Access Your Pharmacy Benefits](#)
- [Aetna IntelliHealth<sup>®</sup>](#)
- [Discount Programs](#)
- [Claim Explanation of Benefits](#)
- [Do You Have Other Insurance?](#)
- [Find Health Care in DocFind<sup>®</sup>](#)
- [ID Card](#)
- [Plan for Your Health](#)

**SUBSCRIBER**

**Messages Just For You**

- > [Plan Guide](#) - Learn more about your health benefits.
- > [Update Your Profile](#) - Let us know how you want to be contacted, and more.
- > [Site Map](#) - Helps you locate your information.

**Health Management**

Use these personalized tools to manage your health.

- > Assess Your Health with [Simple Steps To A Healthier Life<sup>®</sup>](#)

**Cost of Care**

Know your cost before you go.

- > Know your actual or estimated medical costs before your next visit with [Cost of Care](#)
- > Learn more about [Prescription Drug Costs](#)

**Recent Claims**


Service Date	Name	Birth Date	Served By	<a href="#">Search all claims&gt;</a>
01/15/2008	DEPENDENT1	09/01/1977	FEDERAL DRUG	<a href="#">Details</a>
01/01/2008	SUBSCRIBER	08/04/1975	RICHARD RYU	<a href="#">Details</a>
01/01/2008	DEPENDENT1	03/26/2000	DAVID ABBOTT	<a href="#">Details</a>

**Benefits**

[View Health History Report](#)

Who's Covered	Birth Date
<a href="#">SUBSCRIBER</a>	08/04/1975
<a href="#">DEPENDENT1</a>	09/01/1977
<a href="#">DEPENDENT2</a>	12/28/2002
<a href="#">DEPENDENT3</a>	03/26/2000

> [Your Privacy and Security](#)



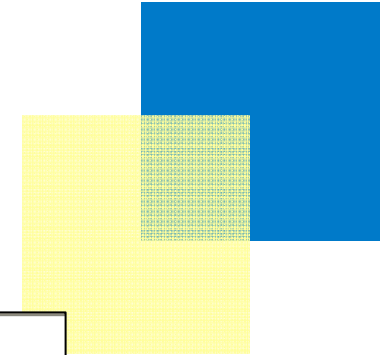
The information you see on this page will vary depending on the tools and services available to you.

# Dependent Registration

We want you to know<sup>®</sup>



# Enter your information



Dependents should enter their information in this section

Enter the subscriber's or employee's information in this section.

If you do not have Aetna insurance, enter the subscriber's or employee's **Social Security number**.

\* 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

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**Subscriber's Personal Information**

Dependents need to provide information about the subscriber

\* Subscriber's [Member ID](#) Number:

OR, click [here](#) to enter the subscriber's Social Security number instead. Please note that you may not be able to use the Social Security number to register.

-  -  [Will my Social Security number work?](#)

Re-enter subscriber's Social Security number

-  -

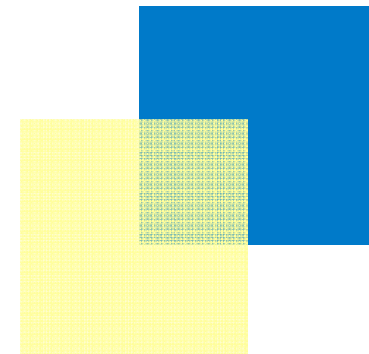
\* Subscriber's First Name:  Full first name, not a nickname. (Example: Robert, not Bob; Elizabeth, not Beth.)

\* Subscriber's Last Name:

\* Subscriber's Date of Birth:  Month  Day  Year

\* Subscriber's Zip Code:  Leave blank if you do not have a U.S. postal system zip code.

# Create your user name and password



## Create a Username and Password

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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 answer this question to reset your password.

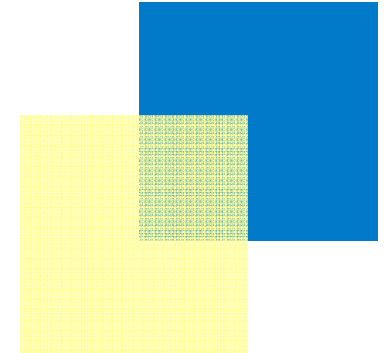
\*

\* Your answer

We want you to know®



# Secure dependent home page




January 8, 2009 > [Your Privacy and Security](#)

## Welcome to Your Secure Website.

### Messages Just for You


- > [Update Your Profile](#) - Let us know how you want to be contacted, and more.
- > [Aetna SmartSource<sup>SM</sup>](#) - Search on a health topic, get personalized results.



#### Health Management

Use these personalized tools to manage your health.

- > View your [Personal Health Record](#)
- > Assess your health with [Simple Steps To A Healthier Life<sup>®</sup>](#)



#### Pharmacy

Keep track of your medications. Learn about treatment options.

- > Order your medications online with [Aetna Rx Home Delivery](#)

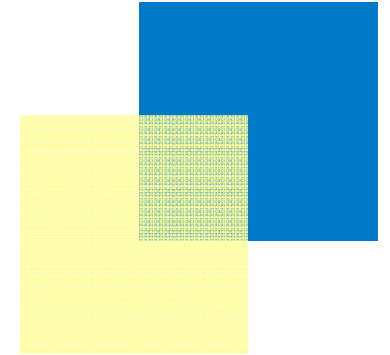
The information you see on this page will vary depending on the tools and services available to you.

# Self-help Guide

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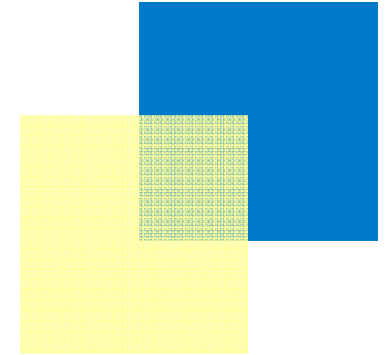


# I'm an employee and I tried to register but I got an error.



- You may have gotten an error because you recently changed your name or other information with your employer.
- Try registering again using the same name and Social Security number that is on your paycheck or W-2 form.

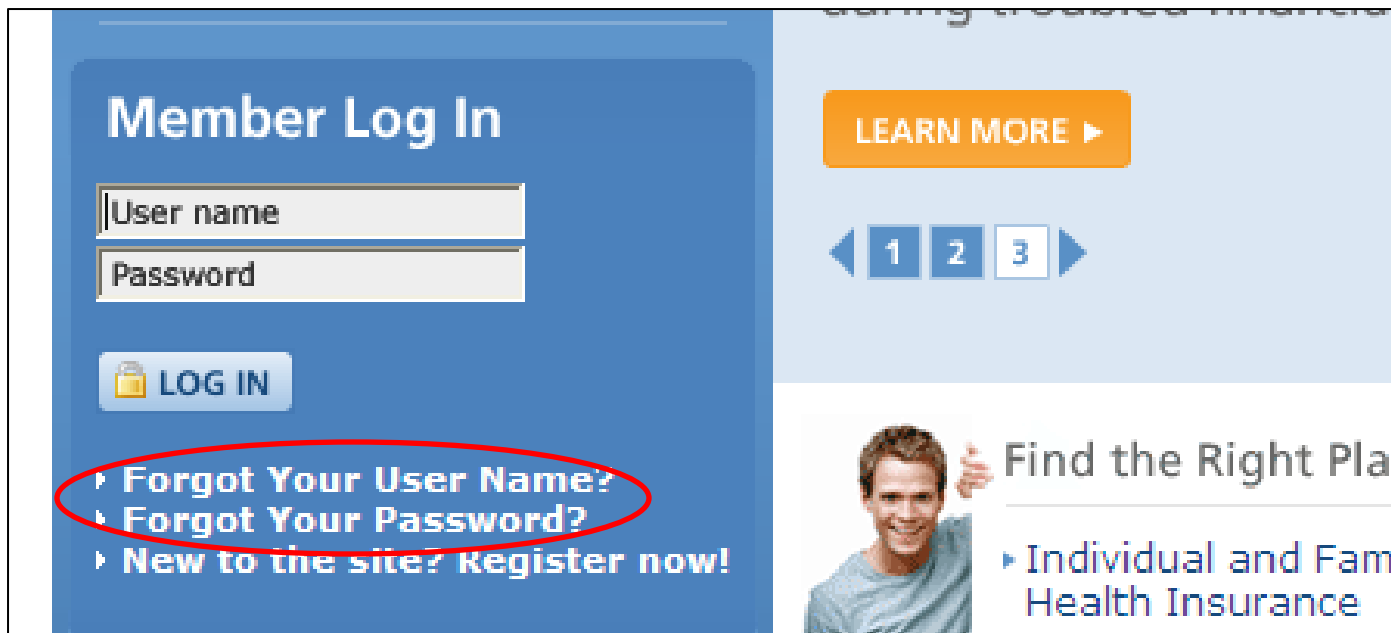
# I'm a dependent and I tried to register but I got an error.



- You may have gotten an error because the employee recently changed his/her name or other information with his/her employer.
- Try registering again using the same name and Social Security number that is on the employee's paycheck or W-2 form.

# I already registered but I can't log in.

- Be sure that your CAPS LOCK key is off. User names and passwords are case-sensitive.
- Or, you may have simply forgotten your user name or password. Try retrieving your user name and password by clicking “Forgot your user name?” or “Forgot your password?”
- **If you don't have Aetna insurance, you may need to reregister** if you (or the subscriber) recently changed your name or other information with the employer. Be sure to use the same name and Social Security number that is on your paycheck or W-2 form (if you are the subscriber) .



Member Log In

User name

Password

LOG IN

Forgot Your User Name?

Forgot Your Password?

New to the site? Register now!

LEARN MORE ▶

1 2 3

Find the Right Plan

Individual and Family Health Insurance