Aetna tools, plans and programs

Your secure member website

When you’re an Aetna member, you get tools and resources to help manage your health and your benefits. All of your plan information and cost-saving tools are in one place — your secure member website. Sign up for this members-only website at www.aetna.com.

Aetna Mobile app*

Find what you need — wherever, whenever. The Aetna Mobile app puts our most popular online features at your fingertips. It's available for Android™ and iPhone® mobile devices. Visit www.aetna.com/mobile.

*Standard text messaging and other rates from your wireless carrier may apply.

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Aetna Discount Program

You get special discounts on gym memberships, weight-loss programs, vision services, hearing aids and more with any health plan. These discounts aren’t insurance. And there are no claims, referrals or limits on use. Just instant savings on your favorite healthy-living products and services. Start saving through the members-only website by logging in at www.aetna.com.

Discount offers provide access to discounted services and are not part of an insured plan or policy. Discount offers are rate-access offers and may be in addition to any plan benefits. Check any insurance benefits you have before using these discount offers, as those benefits may result in lower costs to you than using these discounts. Discount offers are not guaranteed and may be discontinued at any time. Aetna makes no payment to the discount vendor. You are responsible for the full cost of the discounted services.

Informed Health® Line*

Sometimes, a phone call makes all the difference. You can talk to a registered nurse for information about tests, procedures and treatment options. 24 hours a day, 7 days a week. And the call is free. Members can find the phone number on the back of their ID card. Or they can visit their members-only website at www.aetna.com.

*Informed Health Line nurses do not diagnose, prescribe or give members medical advice.
Care Consideration℠ alerts℠

Technology helps us find opportunities for you to be healthier and safer. Our system reviews health records, like your doctor visits and lab results. It compares the information to the highest standards of care recommended by the medical community.

If we find a way to improve care — or see a possible drug interaction — we send out messages called Care Consideration alerts. You can talk with your doctor about how to use this information.

℠Alerts are not intended to diagnose, prescribe or give members medical advice.

Aetna Health Decision Support

Getting clear, reliable health info is easier with this library of interactive learning programs. It helps you:

• Learn about conditions, related treatments, procedures and surgery options
• Make better choices about your health care

Program topics range from hip replacement and heart disease to chronic lower back pain. And the library comes with your health plan at no cost. Members can get it all on their secure website available at www.aetna.com.

Aetna Personal Health Record℠

Our tool is much more than an online home for your health information. It scans the information in your personal health record and compares it to thousands of the latest medical guidelines.

When it spots possible medical problems, drug interactions or gaps in care (like a missed test), it posts a message to you. It’s called a Care Consideration℠ alert. The doctor treating you will also get an alert if it’s urgent.

℠The Aetna Personal Health Record should not be used as the sole source of information about the member’s medical history.

Digital member ID card

It’s easy to get your Aetna ID card through your member website. And you can get it whichever way works better for you — paper or digital.

Just make sure you sign up for the member website at www.aetna.com. Then, when you log in from your computer or smartphone, search for “member ID card.”