

# Aetna Navigator™

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## Section 1: General Introduction

Need up-to-date information about your Aetna health plan?

Looking for information about a particular health condition?

Wouldn't it be great if you could get all this information, plus manage your health plan, with the click of a mouse?

You can, when you register for Aetna Navigator™.

Aetna Navigator offers the convenience -- through a secure connection -- of managing your Aetna benefits plan online, including the ability to:

- look up the status of a claim
- inquire on the balance of your Flexible Spending Account
- view an Explanation of Benefits- change a primary care physician or dentist and request an ID card
- contact Member Services- and more...

Plus, take advantage of a vast amount of medical and dental health information from reliable health content sources.

By registering for your personalized Aetna Navigator website, you will have the ability to manage your Aetna benefits plan at your convenience, 24 hours a day, 7 days a week.

## **Section 2: Eligibility Overview - Who is covered?**

Need to check who is covered under your plan or verify primary care physician selections?

Registered subscribers can confirm:

- benefits selections
  - primary care physician and dentist selections and their phone numbers
  - dependent enrollment
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## **Section 3: Claim Status Look Up & Explanation of Benefits**

Interested in checking on the status of claim?

- View the status of a medical or dental claim to see if it is in progress or has been completed.

Interested in viewing the details of your claims?

- Online access to your Explanations of Benefits (EOBs), showing your deductible, remaining balance and additional details about the claim, is available through Aetna Navigator.

Go to the Forms Library to get and print out a generic claim form.

- You can find the mailing address for your claims office under Contact Us.
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## **Section 4: DocFind & Change PCP**

Need to change your PCP?

- Changing a primary care physician or dentist is as simple as the click of a mouse - anytime, anywhere.

Select a new primary care physician using DocFind®, our online provider directory updated three times per week. Then, simply complete and submit the change PCP form.

## Section 5: Contact Us

Have a question for us?

- Contact Aetna online with questions about your benefits. Or, look up the phone number and mailing address on Aetna Navigator. Registered members may also contact us and get a reply in Spanish.
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## Section 6: Health Content

Interested in learning more about a particular health condition?

- Our Health Resources -section, which includes health content from IntelliHealth® and the HealthWise® Knowledgebase, gives you the power to make better health care decisions.
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## Section 7: Closing

Aetna Navigator is your secure, single source for:

- up-to-date Aetna benefits information
- tools and features to simplify health benefits management, and
- easy access to health content and information

All this and more is available to you today at the click of a mouse, with one simple registration process. [Register now!](#)