

Aetna Navigator™

Facts at a Glance for Employers



To access Aetna Navigator, go to www.aetna.com

Aetna Navigator is Aetna's member and consumer self-service website that provides a *single source* for online health and benefits-related information. It's interactive and easy to use with a variety of transactional and informational features. At the click of a mouse, members and consumers can access the site 24 hours a day, 7 days a week.

Aetna Navigator also includes secure, personalized features for members who register on the site to view their benefits and claims status. Additionally, registered members can customize some of the features of their home page, tailoring it to their individual health needs. They can access specific health and wellness information and contact their designated Aetna Member Services team by sending a secure message. Aetna Navigator is available at no additional cost.

Key Features for Members*

- Review eligibility (medical, dental, pharmacy, Flexible Spending Accounts and Informed Health® Line) and primary care physician (PCP) or primary care dentist (PCD) selections.
- Change PCP and/or PCD selections for all covered plan members.
- Check on the status of a medical or dental claim.
- View online Explanation of Benefits (EOB) statements, or Dental Pretreatment EOB statements.
- View information about pharmacy coverage, such as copays and pharmacy plan descriptions.
- Access Aetna's Pharmacy Formulary Guide and link directly to the Express Scripts, Inc. website for mail-order drugs.
- Obtain generic medical and dental claim forms and a Flexible Spending Account Reimbursement form from the Forms Library.
- Review health care and dependent care Flexible Spending Account status and information.
- Request replacement member ID cards.
- Obtain a preventive health care schedule for health screenings, such as mammograms, retinal eye exams and immunizations.
- Obtain Aetna Member Services' toll-free phone number and claims office mailing address.
- Contact Aetna Member Services by sending a secure message.
- Search DocFind®, Aetna's online provider directory, which provides up-to-date information on hospitals, physicians, dentists and other providers.
- Link to IntelliHealth®, Aetna's award-winning consumer website, for credible and up-to-date health, dental and wellness information.
- Access the Healthwise® Knowledgebase, a user-friendly online tool to help members make more informed health care decisions.

Advantages to Employers and Members

- Anytime, anywhere access via the Internet 24 hours a day, 7 days a week.
- No cost to employers or members.
- Provides members with "hassle-free" access to managing their benefits plans.
- Presents timely information on claims and other benefits information.
- Gives members access to accurate and reliable consumer health information.
- Helps reduce routine benefits inquiries from employees.

*Some of these features may vary by plan.

Aetna offers a variety of Internet-based solutions that can help ease your benefits administration and provide value-added services for your employees. Aetna Navigator is one way we put technology to work for you.

To learn more about Aetna Navigator and Aetna's other Internet-based solutions, visit www.aetna.com.

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