



# Mobile application user guide

With the Aetna Better Health application, you can get on demand access to the tools you need to stay healthy. Find a doctor, request a Member ID card or changes your Primary Care Physician (PCP) at any time, from anywhere. It's easy. Just download the app to your mobile device or tablet.

## Mobile app features

- Find a Provider
- View or request your Member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other member details

## Download App

To get the mobile app, you can download it from **Apple's App Store** or **Google's Play Store**. It's free to download. This app is available on certain devices and operating systems (OS).



To access any of the menu items, **you will need to register.**

- If you have registered for the Member Portal on your health plan's website you are already registered.
- If you have not, you can register through the app.
- Just have your member ID card with you.



Device	OS Version
All Apple Devices	7.1 and above
All Android Devices	4.2 and above

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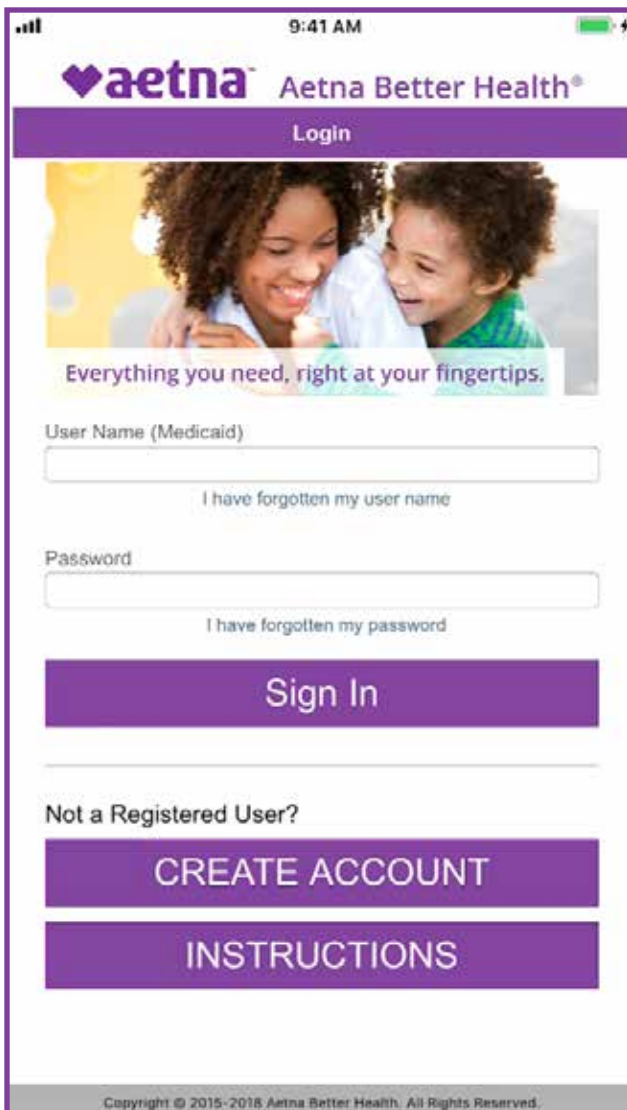
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## 1 Splash page



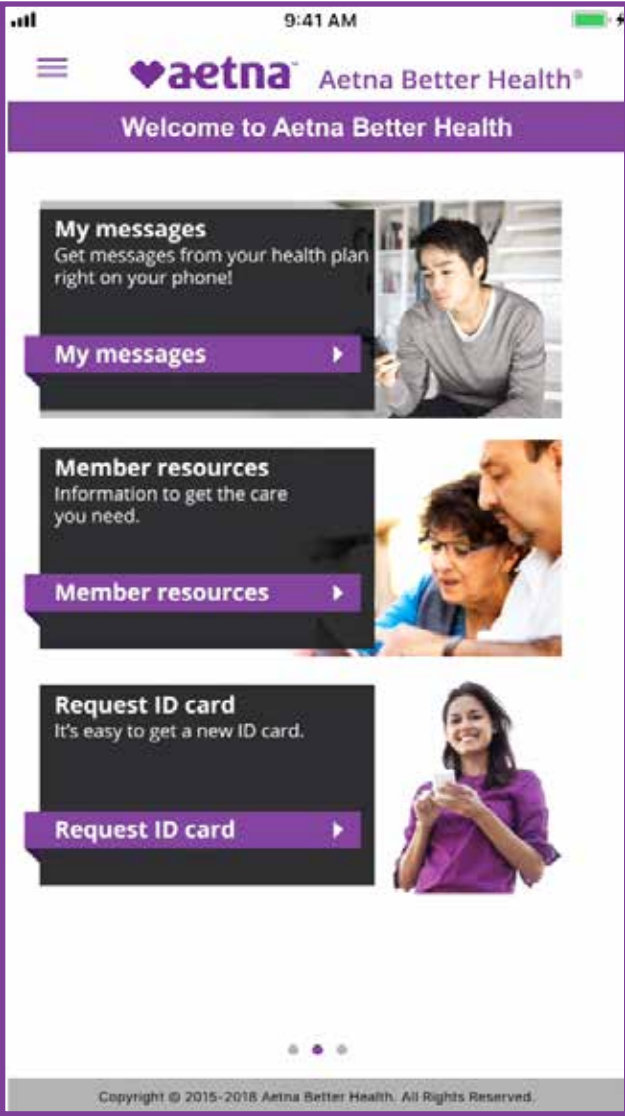
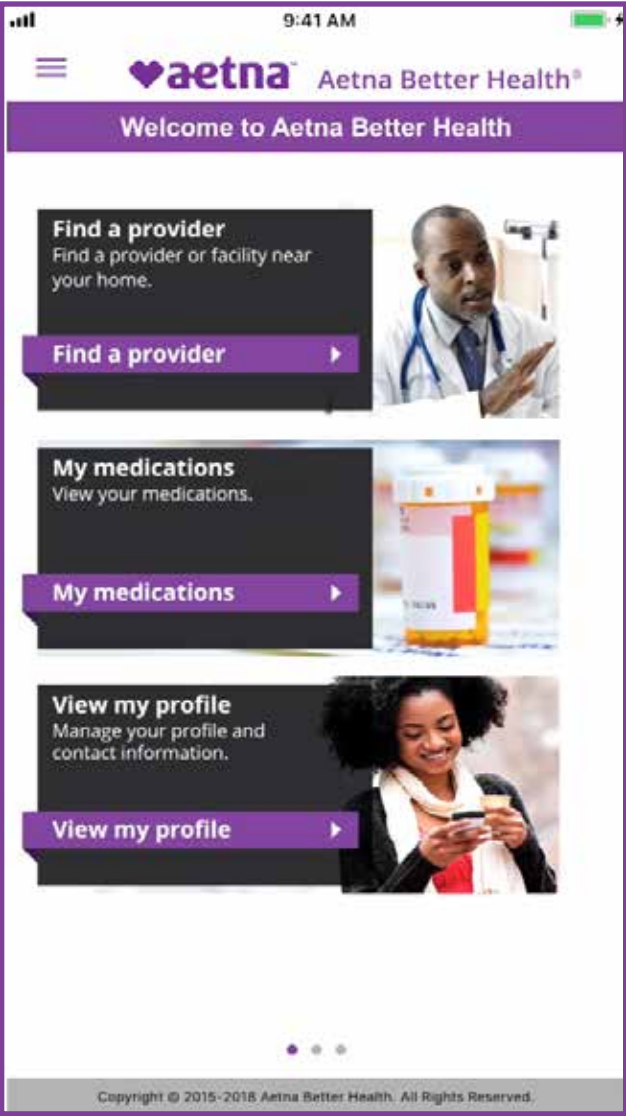
## 2 Sign in

The sign-in screen is shown within a mobile app interface. At the top, the status bar shows '9:41 AM' and a battery icon. Below the status bar is a purple header with the Aetna logo and 'Aetna Better Health®'. Under the header is a purple bar with the word 'Login' in white. The main content area features a photograph of a smiling woman and a young child. Below the photo is the text 'Everything you need, right at your fingertips.' followed by a white input field for 'User Name (Medicaid)'. Below this field is a link that says 'I have forgotten my user name'. Below the user name field is a white input field for 'Password'. Below this field is a link that says 'I have forgotten my password'. Below the password field is a large purple button with the text 'Sign In' in white. Below the 'Sign In' button is a horizontal line. Below the line is the text 'Not a Registered User?'. Below this text are two purple buttons: the top one says 'CREATE ACCOUNT' and the bottom one says 'INSTRUCTIONS', both in white. At the very bottom, a small grey bar contains the copyright notice 'Copyright © 2015-2018 Aetna Better Health. All Rights Reserved.'.

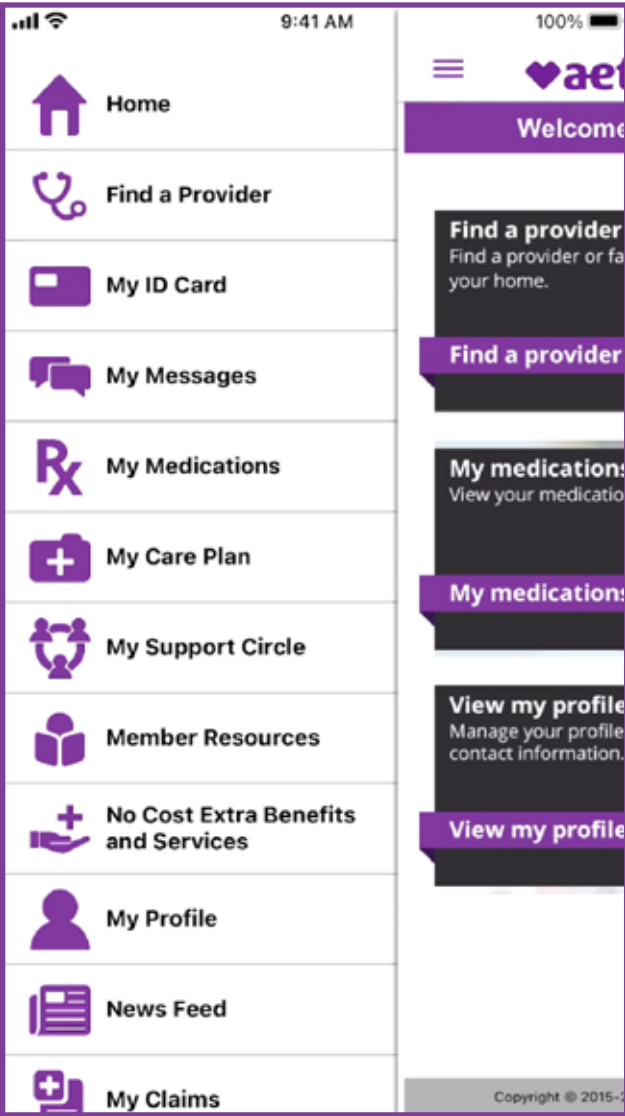
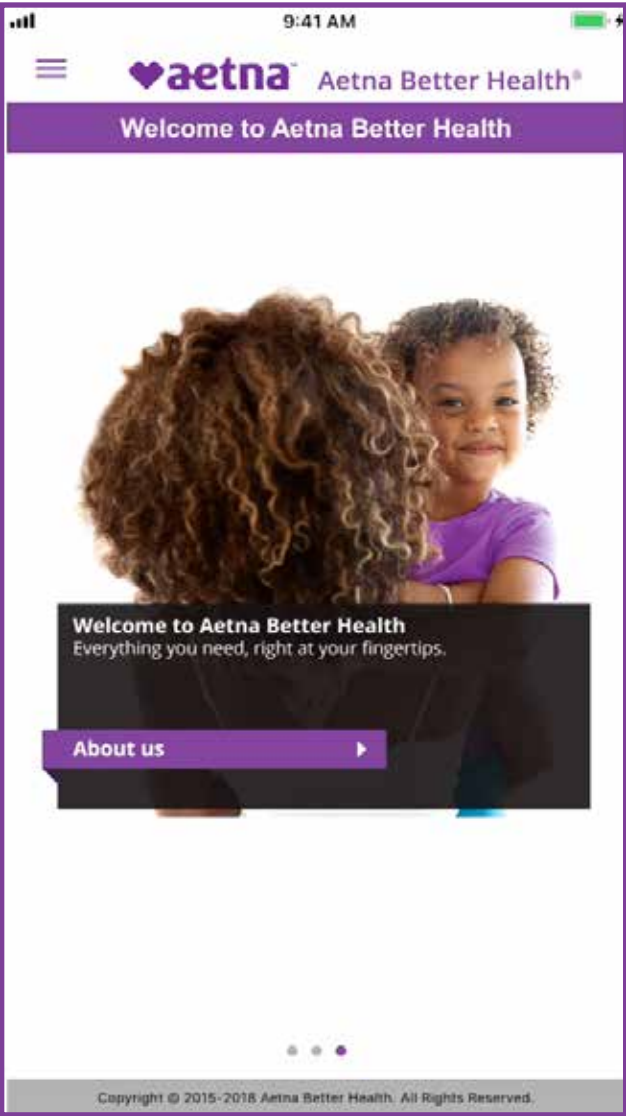
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password**.

If you have not registered yet, you will need to create an account. You will need your **member ID number, last name, date of birth** and **zip code** to register.

3 Welcome pages

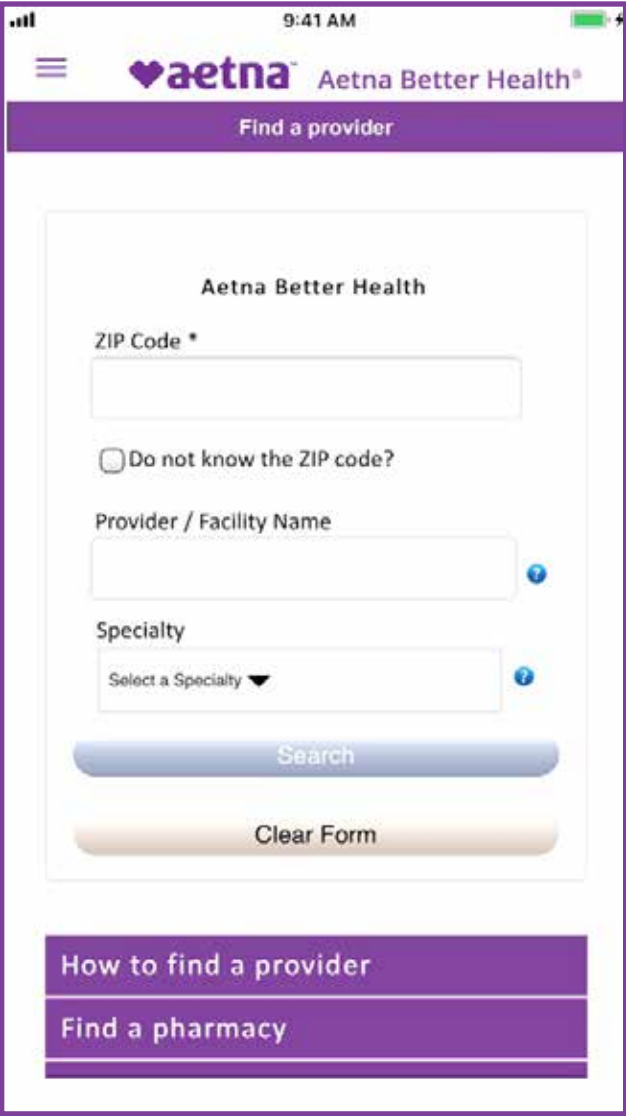


4 Menu

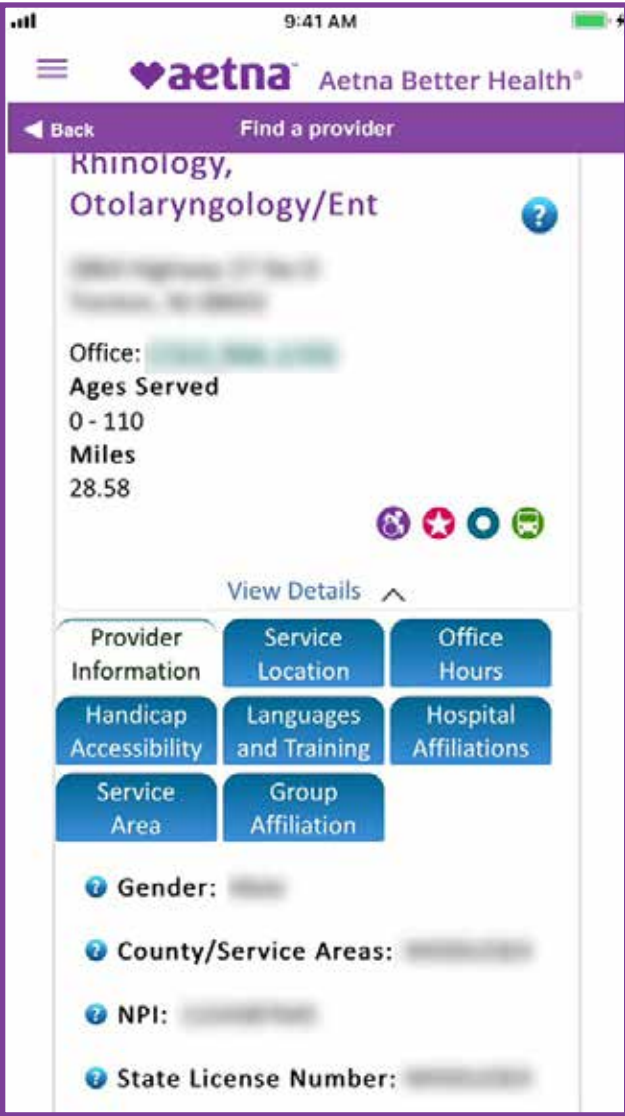
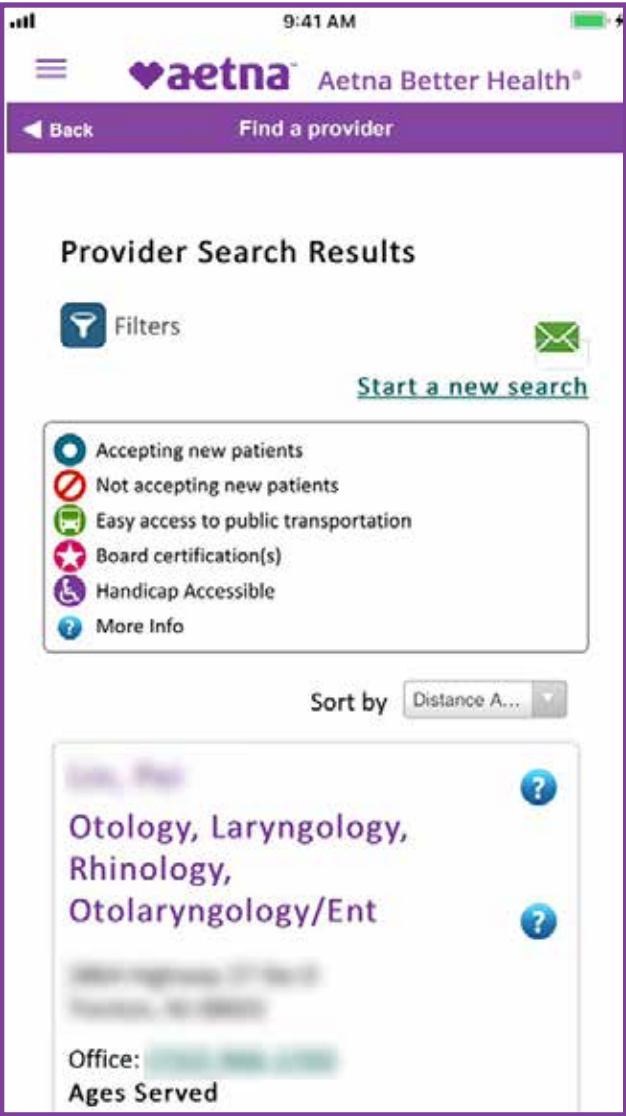




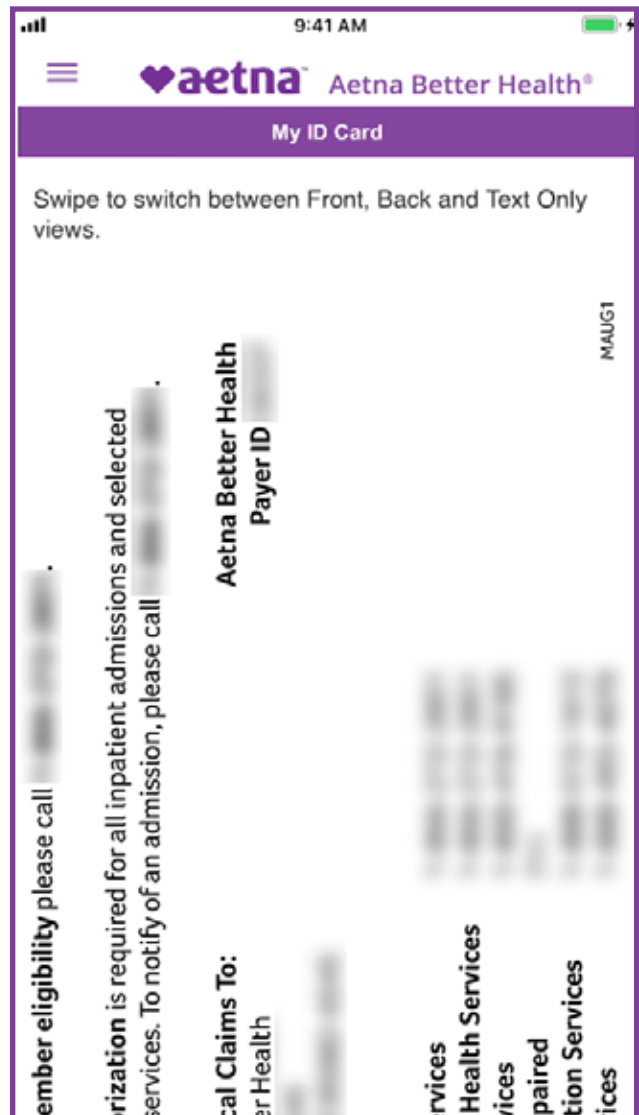
5 Find a provider



5.1 Search results



## 6 My ID card



## 6.1 Request ID card

9:41 AM

Aetna Better Health®

Aetna Better Health

Request ID Card

From:

Look Test

Category:

Request ID Card

Subject:

Request ID Card

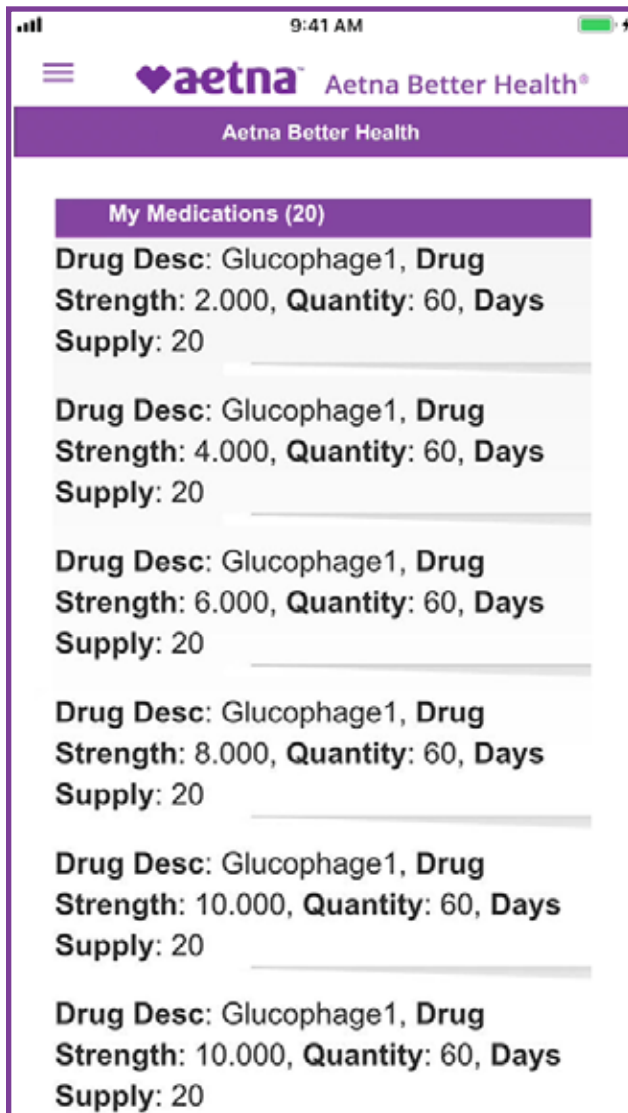
Message:

If you have an address change, please contact the office where you applied for Medicaid benefits. Remember to list your phone number so we may call you with any questions. You can contact Member Services at the number on your ID card for assistance.

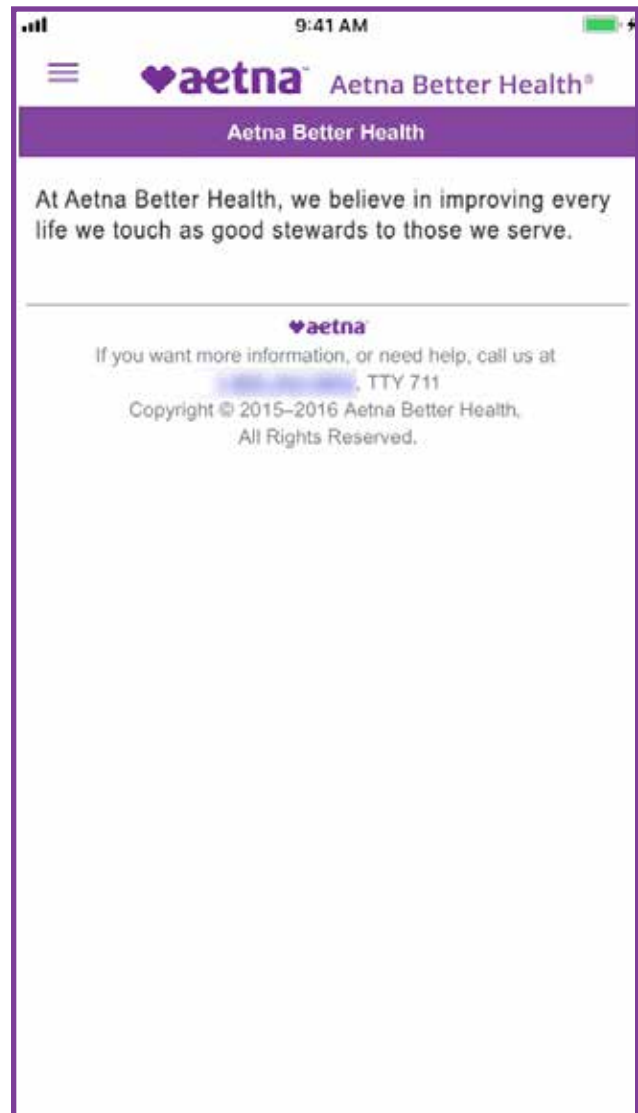
Send

Reset Form

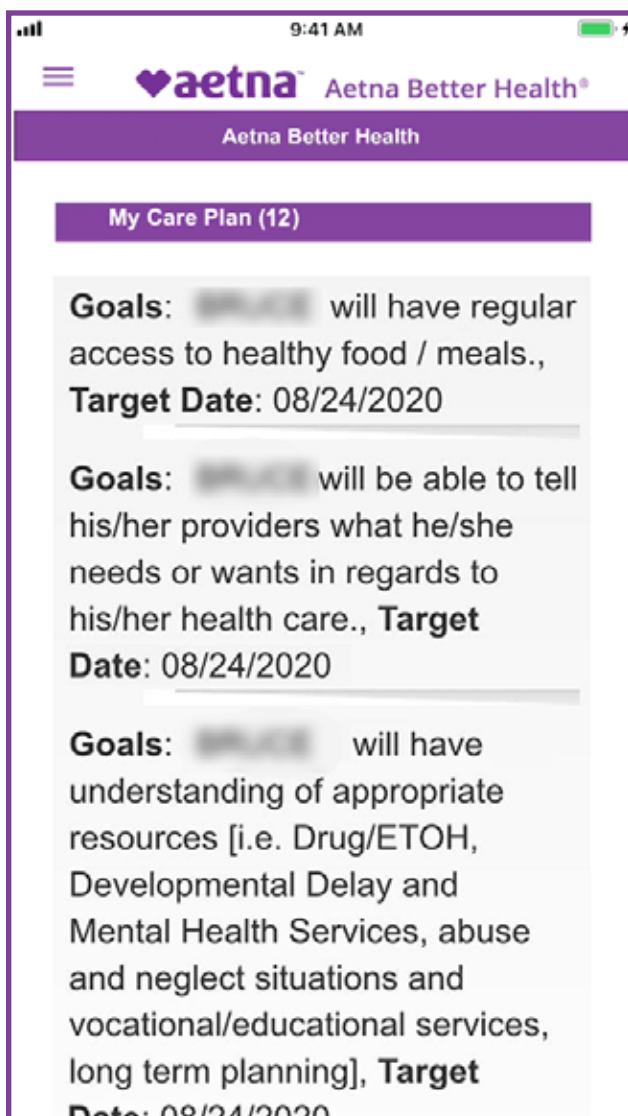
## 7 My medications



## 8 News feed



## 9 My Care Plan

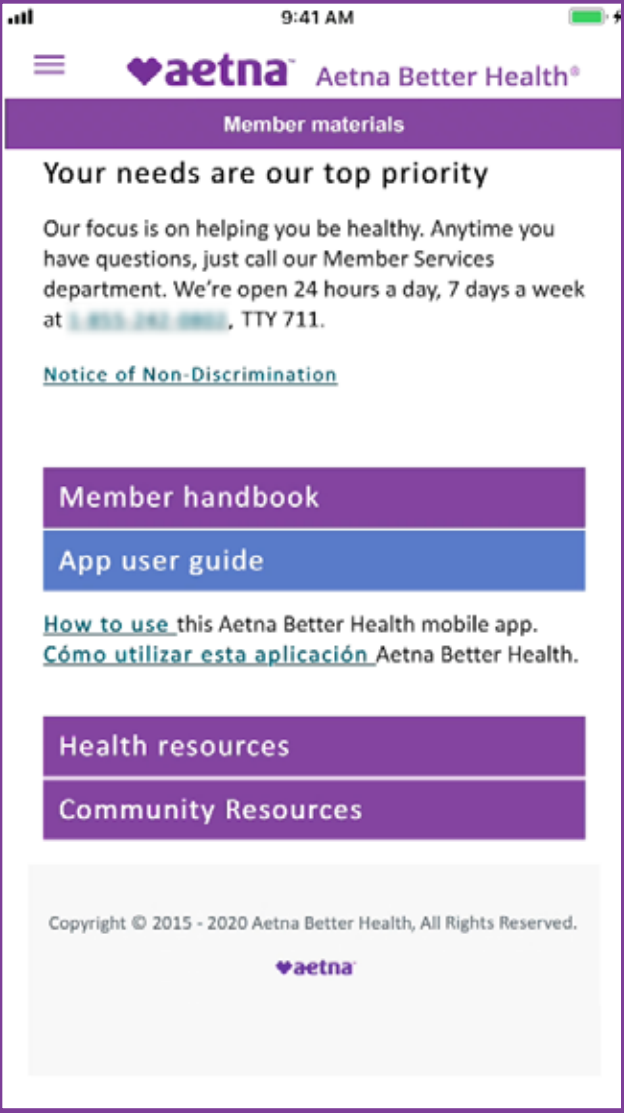


**My Care Plan** is the care plan that you and your care manager have developed for you if you are enrolled in a care management program. If you do not have a care plan, it will show “No results found.”

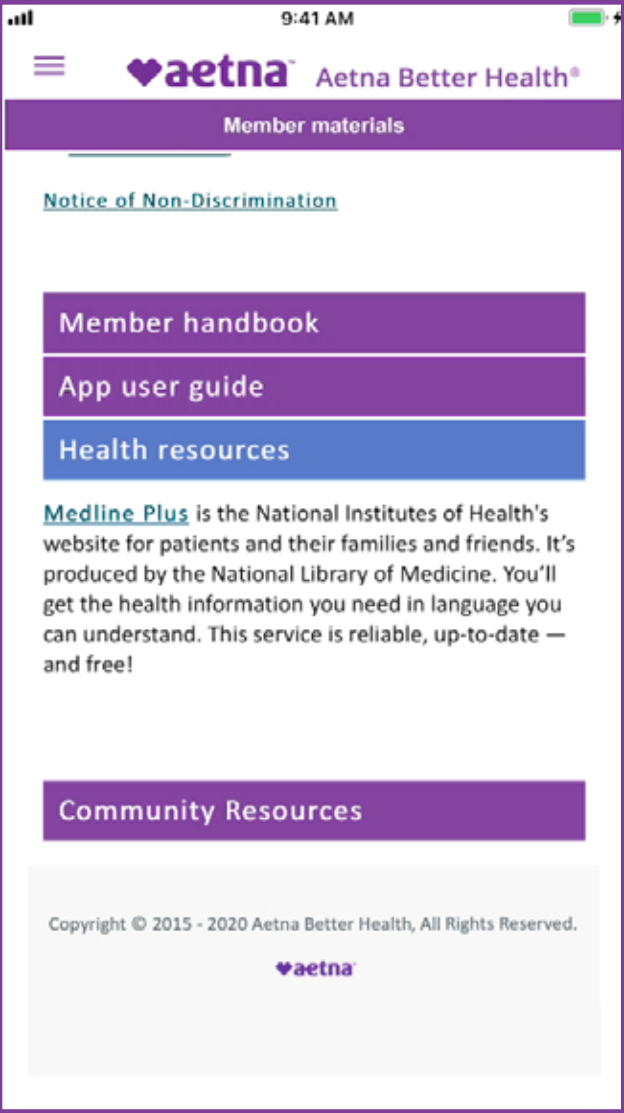
10.1 Member handbook



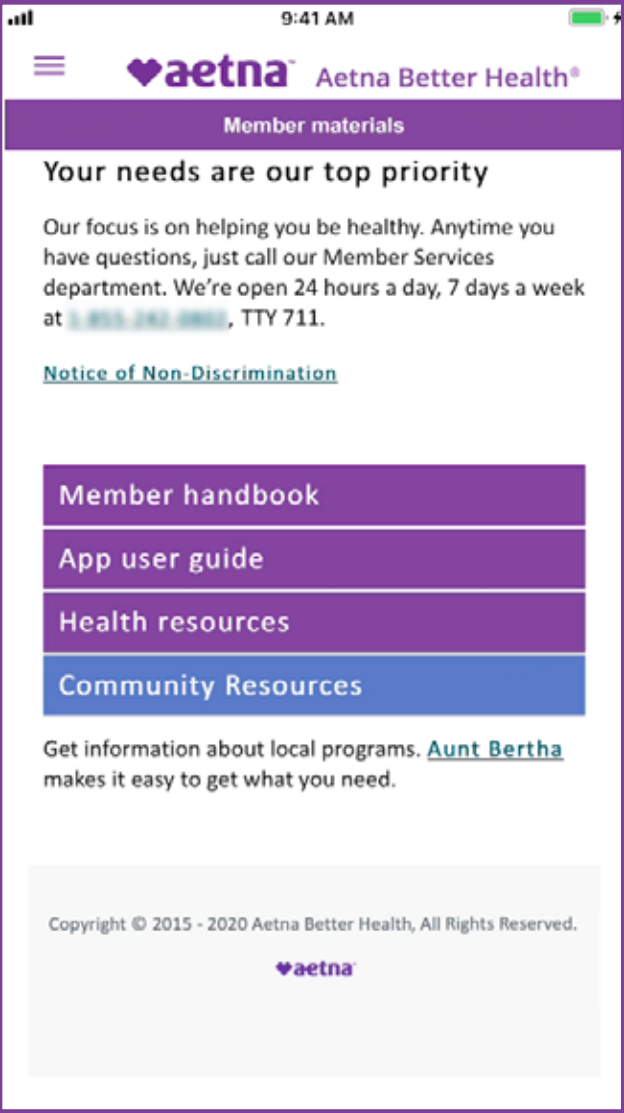
10.2 App User Guide



10.3 Health resources



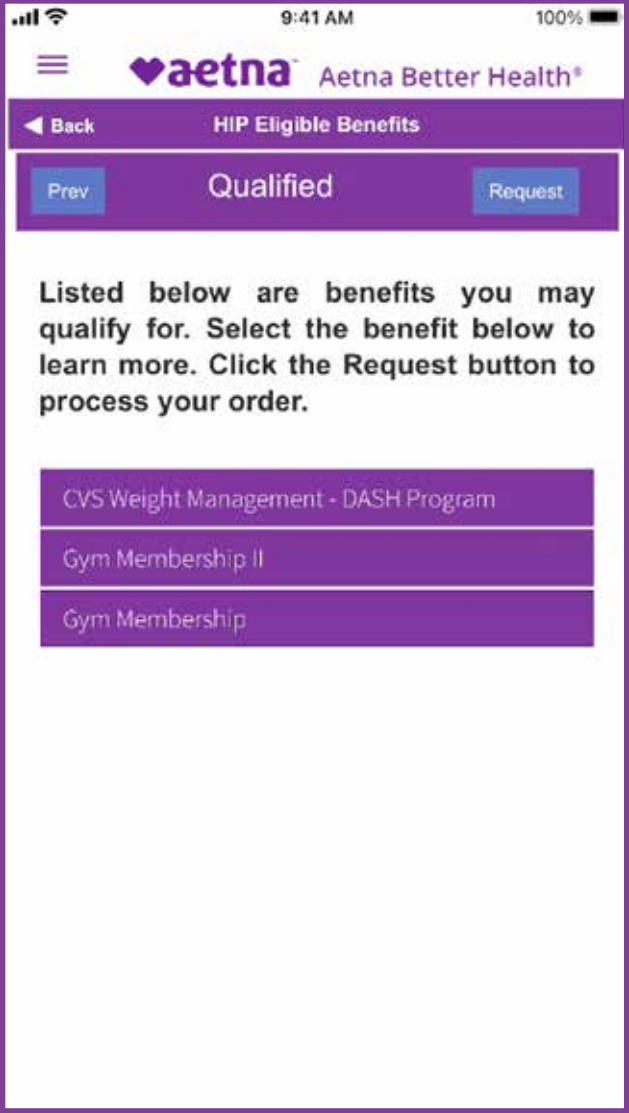
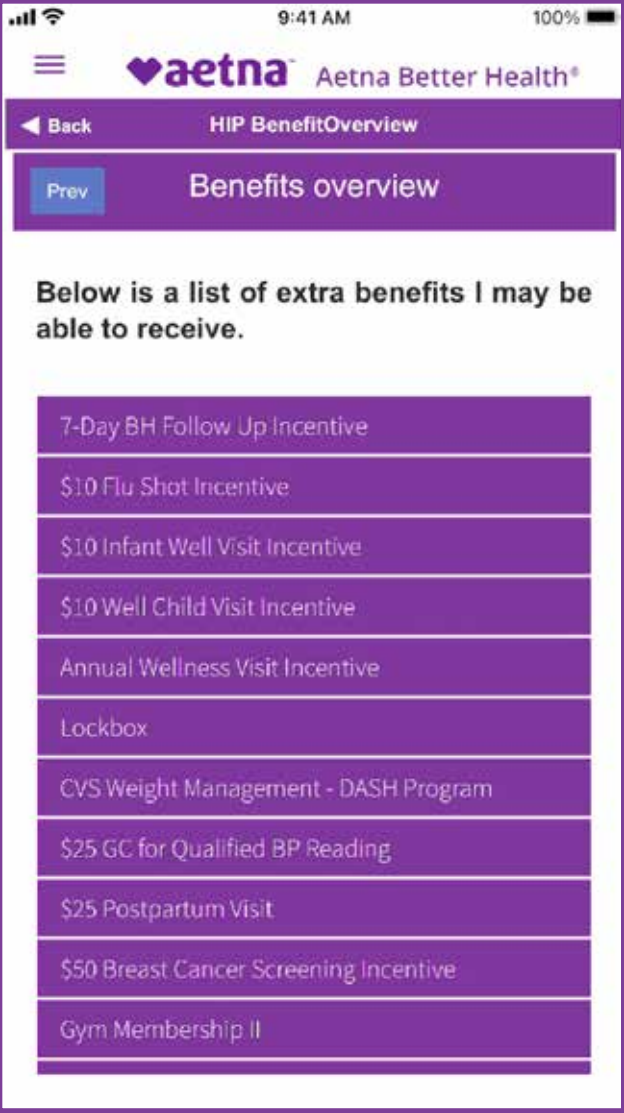
10.4 Community resources



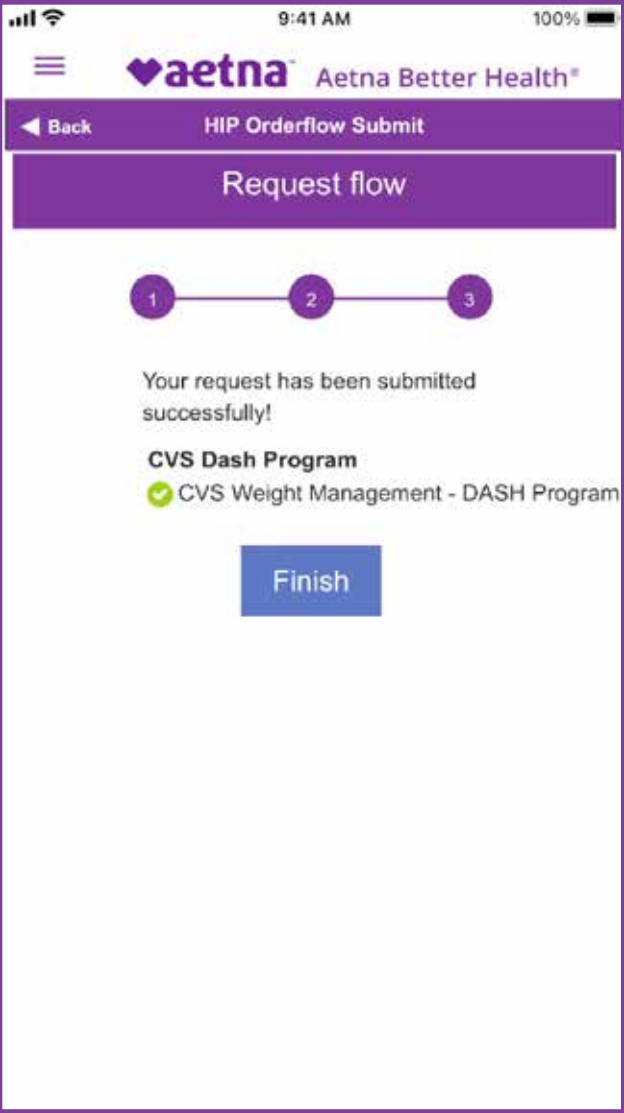


11.1 No cost extra benefits

11.2 Qualified benefits



11.3 Request a benefit



Browse through all of the **No cost extra benefits and services** in the Benefits Overview.

You can also see the benefits you qualify for and request them here.

12 My profile

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Member Profile

Member ID

First Name

Last Name

Street Address

City

State

ZIP Code

Email ID

Date of Birth

Cell phone

Edit

Eligibility Information

Benefit: PAID - Medicaid

Member ID:

Status:Active

Please contact member services for eligibility

12.1 Request profile update

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Request Member Information Change

From:

Category:

Request Member Information Change

Subject:

Request Member Information Change

Message:

If you have an address change, please contact the office where you applied for Medicaid benefits. Remember to list your phone number so we may call you with any questions. You can contact Member Services at the number on your ID card for assistance.

Send

Reset Form

12.2 Request PCP change

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Request Member Information Change

From:

Category:

Change PCP

Subject:

Change Primary Care Physician

Message:

Member Name -

Member ID -

Member Phone Number -

Member Address -

Send

Reset Form

13 My messages

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Aetna Better Health

My Messages (2 Unread Messages, 2 Messages total)

From

Subject

1

Reply

Delete

If you want more information, or need help, call us at: TTY 711

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14 My claims

9:41 AM

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Search Claims

Note: Please give Claim Type or Claim Status or Service Date From/To

Claim Type

Claim Type

Claim Status

Claim Status

Service Date Range

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Search

Reset Form

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If you want more information, or need help, call us at  
TTY 711

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Enter your claim type, claim status and your beginning and ending service dates.

Enter dates as mm/dd/yyyy. Then hit **Search** button.

14.1 Claims results

9:41 AM

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Claim - Search Results (0)

Claim ID: ,  
Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount : \$450.00, Total Paid: \$110.54

View Details

Claim ID: ,  
Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount : \$47.00, Total Paid: \$0.00

View Details

Claim ID: ,  
Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total

15 About us

9:41 AM

aetna

Aetna Better Health®

About Us

You can now have access on demand to the tools you need to stay healthy. Find a doctor or request a new Member ID card at any time, from anywhere. It's easy.

FEATURES

- Find a provider
- Request your Member ID card
- Change your PCP
- View your claims and eligibility status
- Send messages to Member Services
- Review your member material
- Update your profile information

ABOUT AETNA MEDICAID

Aetna Medicaid is a leader in Medicaid managed care with more than 28 years of experience managing the care of the most medically vulnerable. Aetna Medicaid owns or administers Medicaid managed health care plans under the names of Aetna Better Health, CoventryCares and other affiliate names. Together these plans serve more than 3 million people in 17 states. For more information, visit [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com).

ABOUT AETNA

Aetna is a leading diversified health care benefits company. We serve about 46 million people with information and resources to help them make better informed decisions about their health care. For more information visit [www.aetna.com](http://www.aetna.com).

[Privacy Policy](#) [Terms of Use](#)

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## 16 Log out

In the menu, when you are done making changes, sending requests or viewing claims ALWAYS remember to hit **Log out**.