

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



Table of Contents

1	Splash page.....	3
2	Sign in.....	3
3	Welcome pages.....	4
4	Menu	4
5	Find a provider	5
5.1	Search results	5
6	My ID card	6
6.1	Request ID card	6
7	My medications	7
8	News feed.....	7
9	My Care Plan.....	7
10.1	Member handbook.....	8
10.2	App User Guide.....	8
10.3	Health resources	8
10.4	Community resources	8
11.1	No cost extra benefits and services	9
11.2	Qualified benefits.....	9
11.3	Request a benefit.....	9
12	My profile	10
12.1	Request profile update	10
12.2	Request PCP change	10
13	My messages	10
14	My claims.....	11
14.1	Claims results.....	11
15	About us.....	11
16	Log out	12

1 Splash page



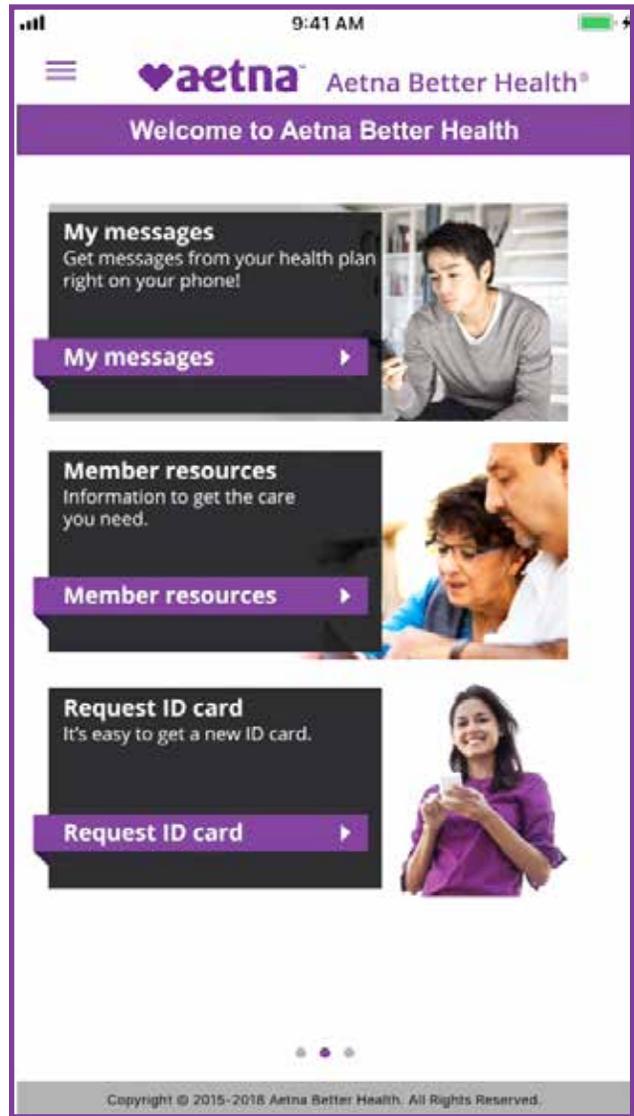
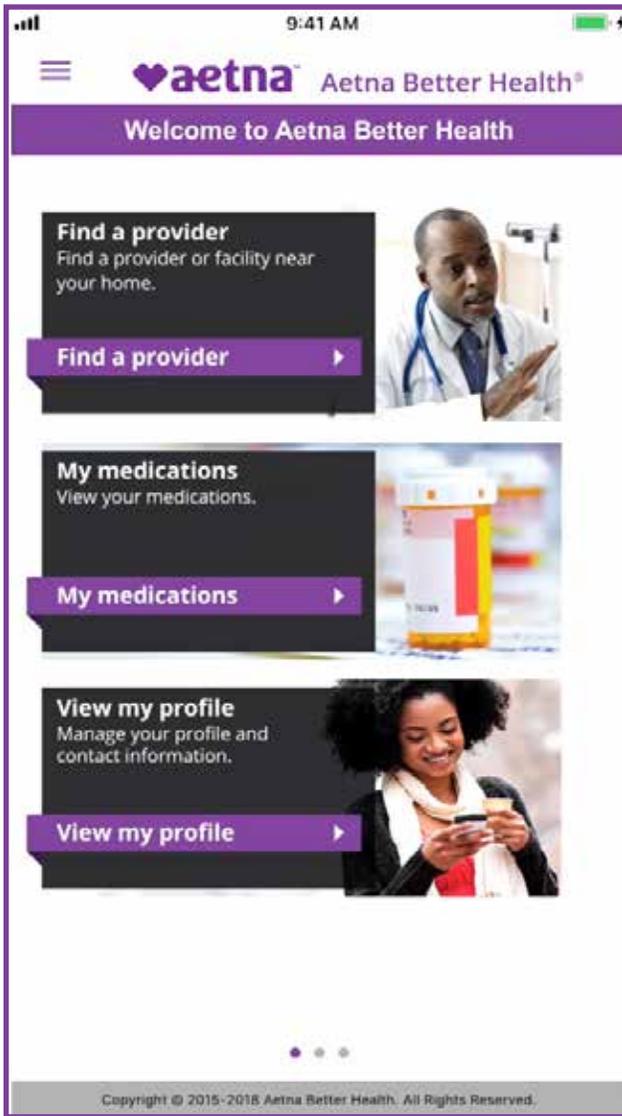
2 Sign in

 The image shows a mobile app sign-in screen for Aetna Better Health. At the top, the status bar shows "9:41 AM" and a battery icon. Below the status bar is the Aetna logo and the text "Aetna Better Health®". Underneath 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)". To the right of the input field is a link that says "I have forgotten my user name". Below the user name field is another white input field for "Password". To the right of the password 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, followed by the text "Not a Registered User?". Below this text are two more purple buttons: the top one says "CREATE ACCOUNT" and the bottom one says "INSTRUCTIONS", both in white. At the very bottom of the screen, there is a small grey bar with the text "Copyright © 2015-2018 Aetna Better Health. All Rights Reserved."

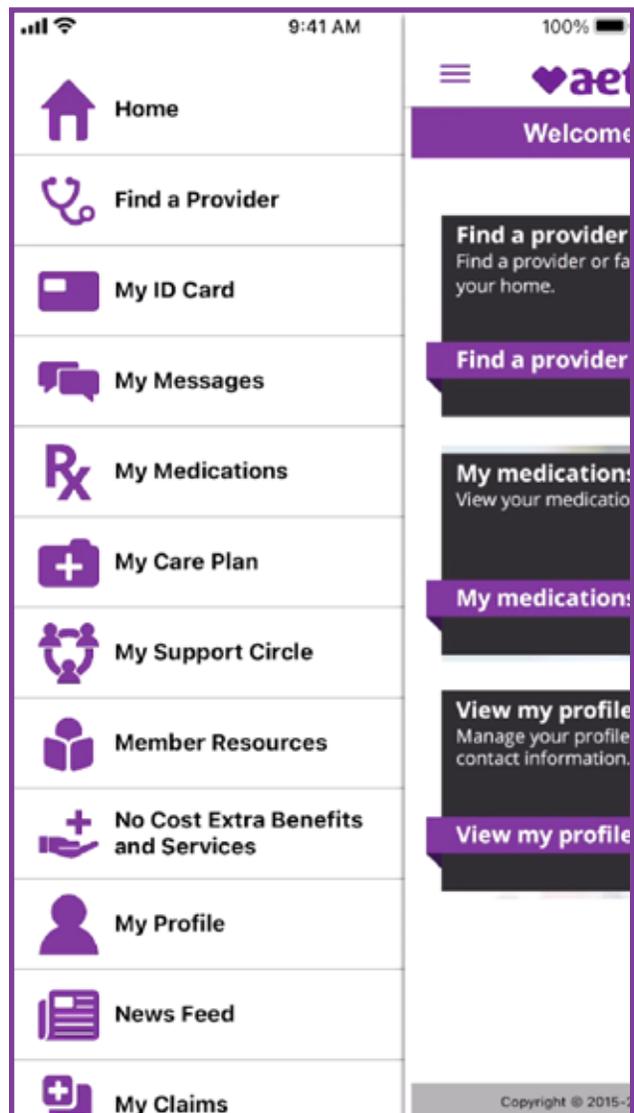
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password**.

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.

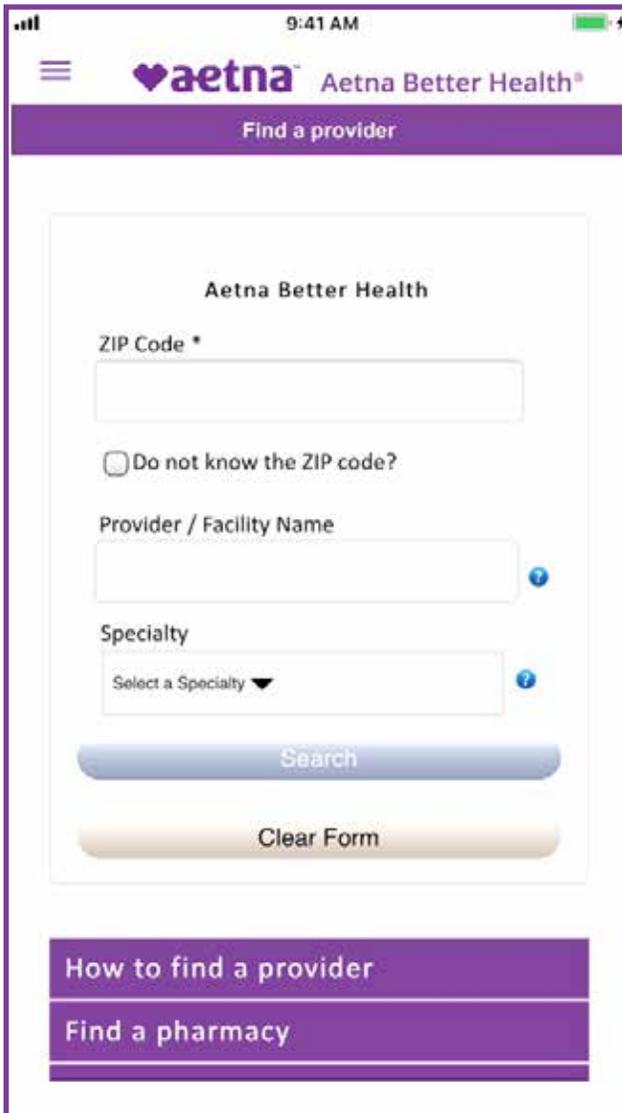
3 Welcome pages



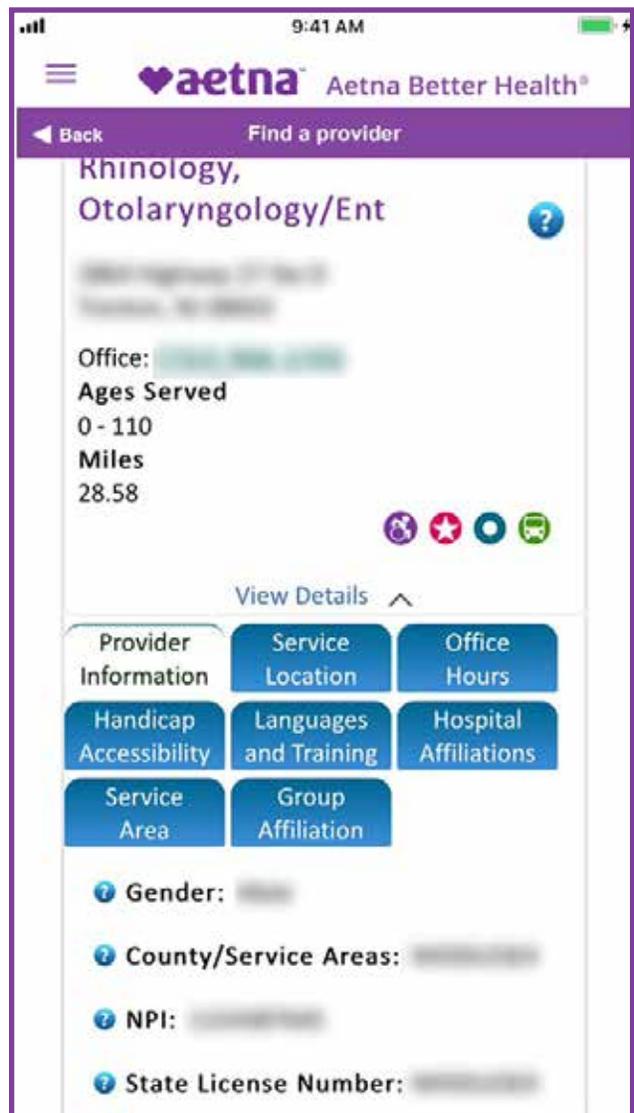
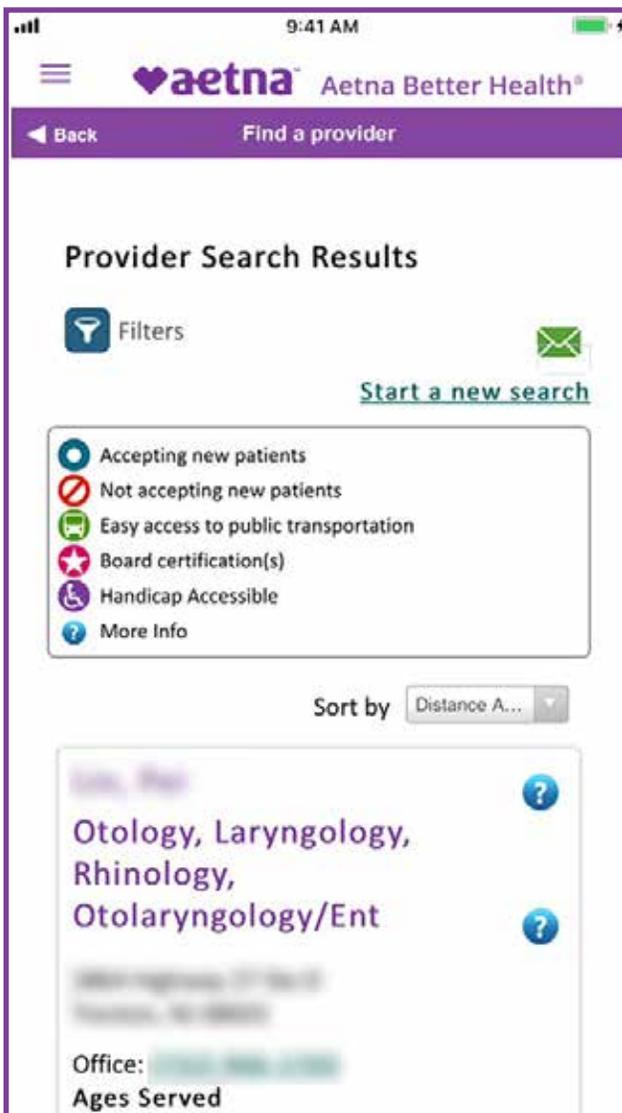
4 Menu



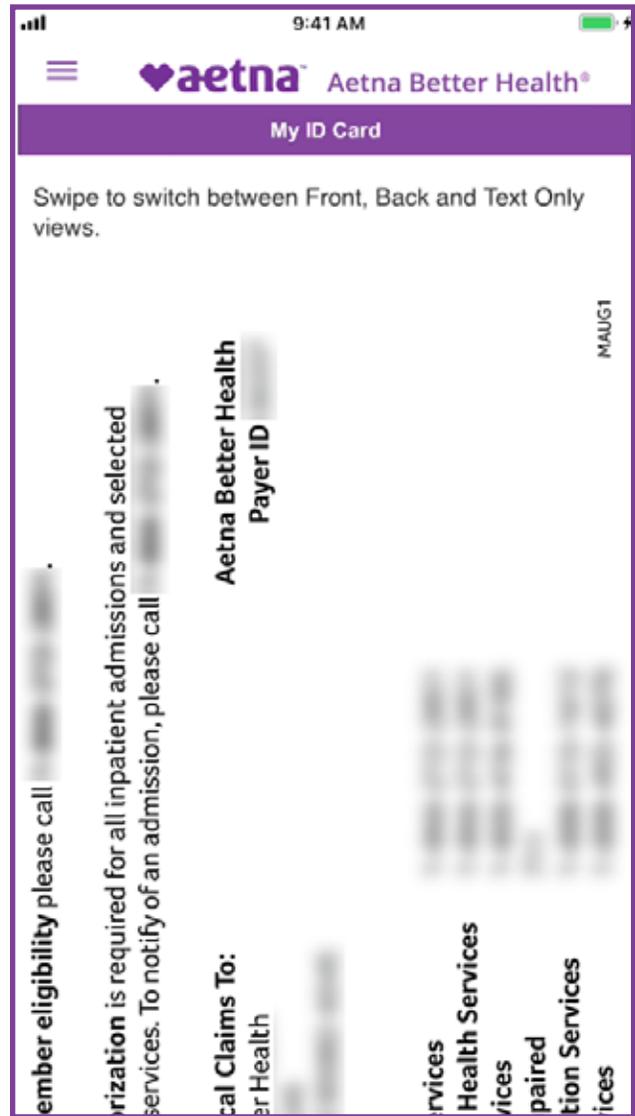
5 Find a provider



5.1 Search results



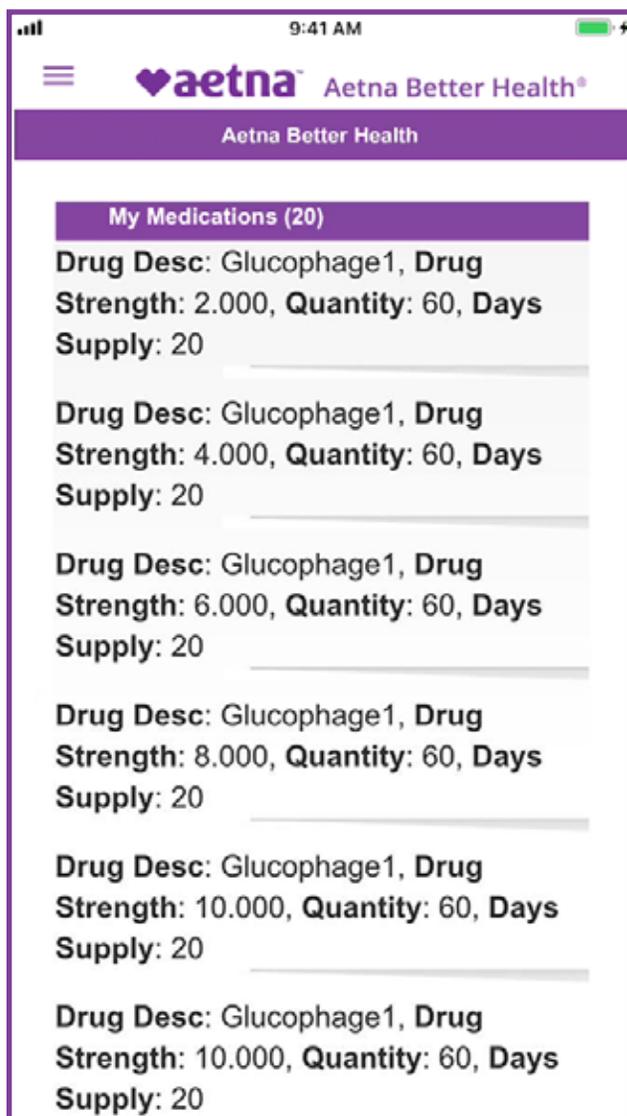
6 My ID card



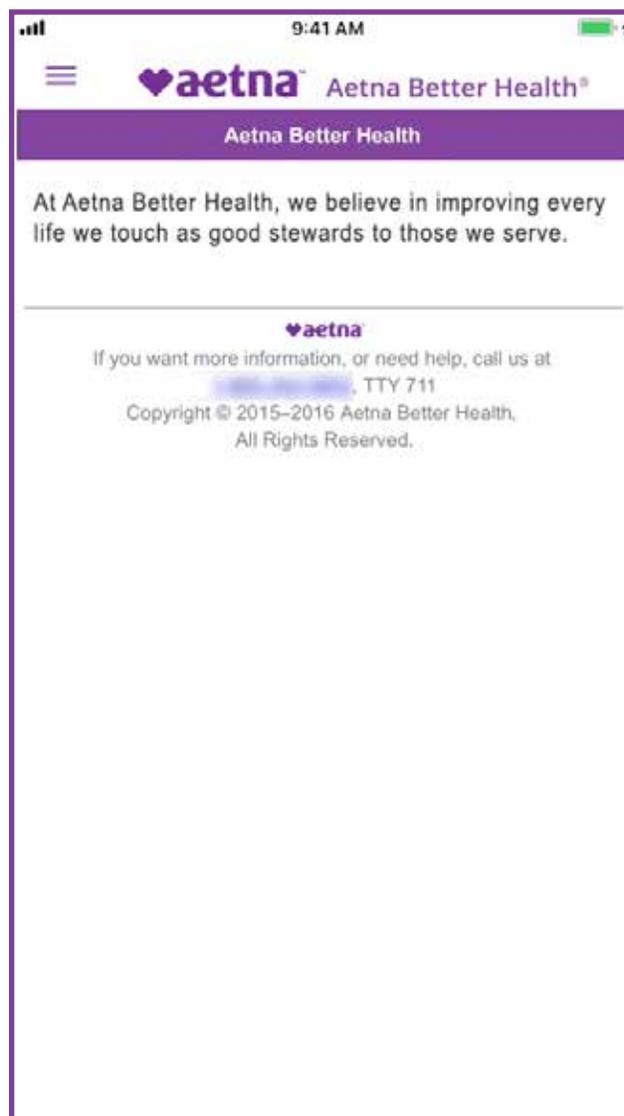
6.1 Request ID card

The screenshot shows the 'Request ID Card' screen in the Aetna Better Health app. At the top, there is a purple header with the Aetna logo and 'Aetna Better Health'. Below the header, a purple bar contains the text 'Request ID Card'. The form includes the following fields: 'From:' (with a 'Lock Text' button), 'Category:' (a dropdown menu set to 'Request ID Card'), 'Subject:' (with a text input field containing 'Request ID Card'), and 'Message:' (a text area containing the following text: '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.'). At the bottom, there are two blue buttons: 'Send' and 'Reset Form'.

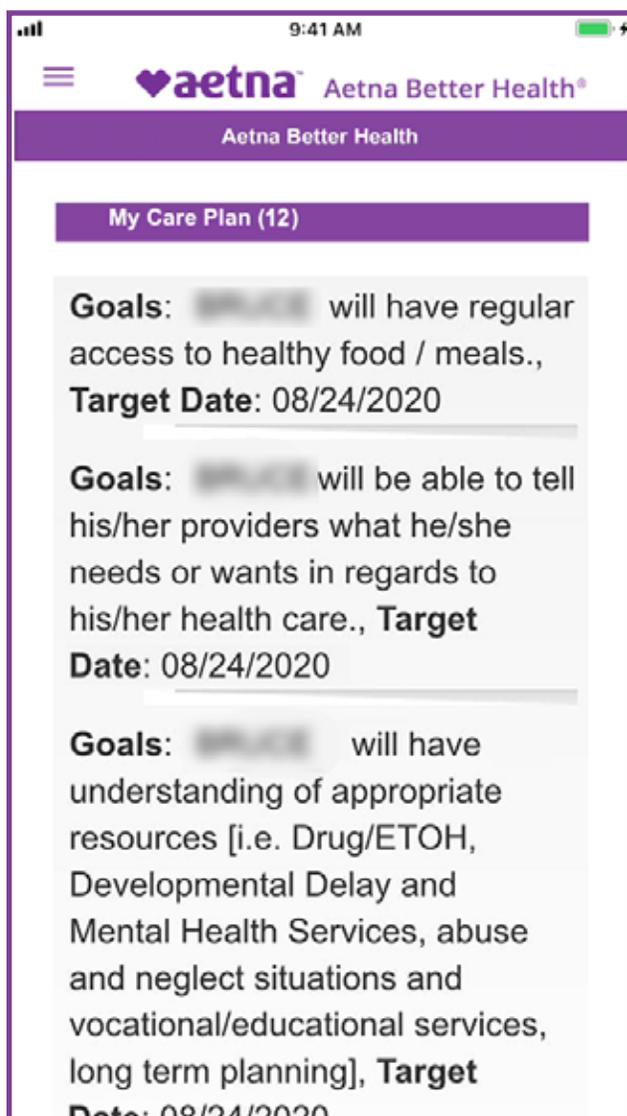
7 My medications



8 News feed



9 My Care Plan

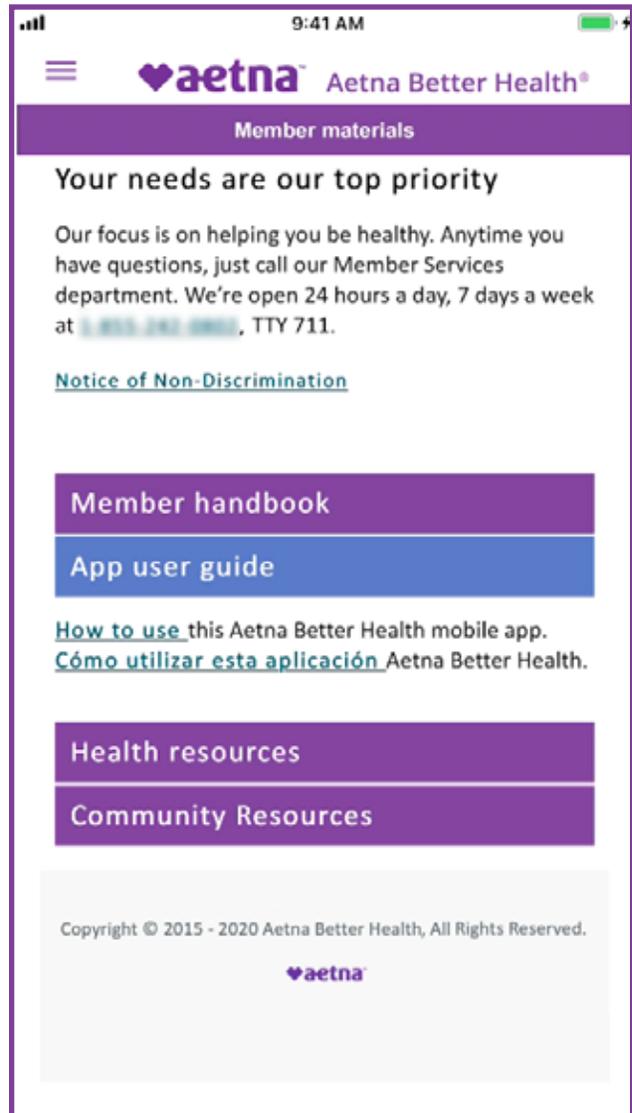


My Care Plan is the care plan that you and your care manager have developed for you if you are enrolled in a care management program. If you do not have a care plan, it will show “No results found.”

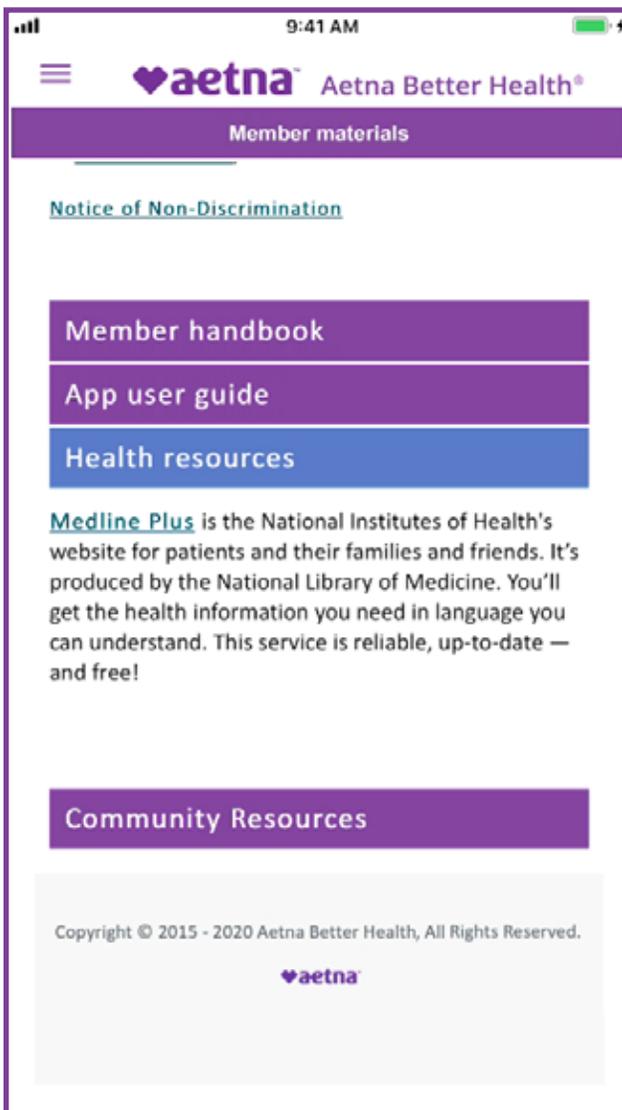
10.1 Member handbook



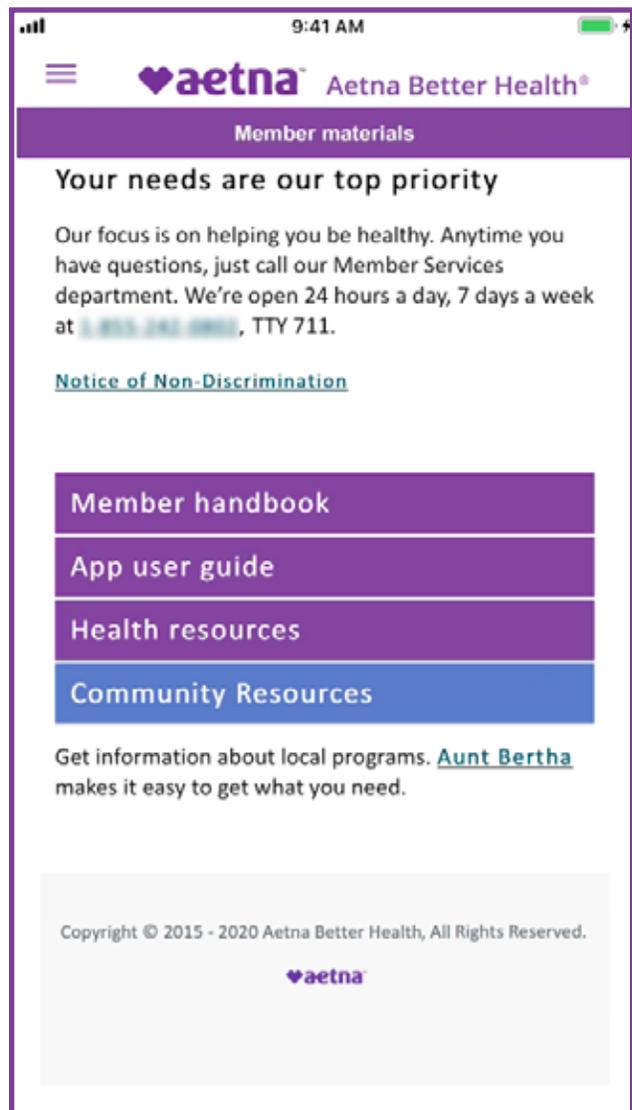
10.2 App User Guide



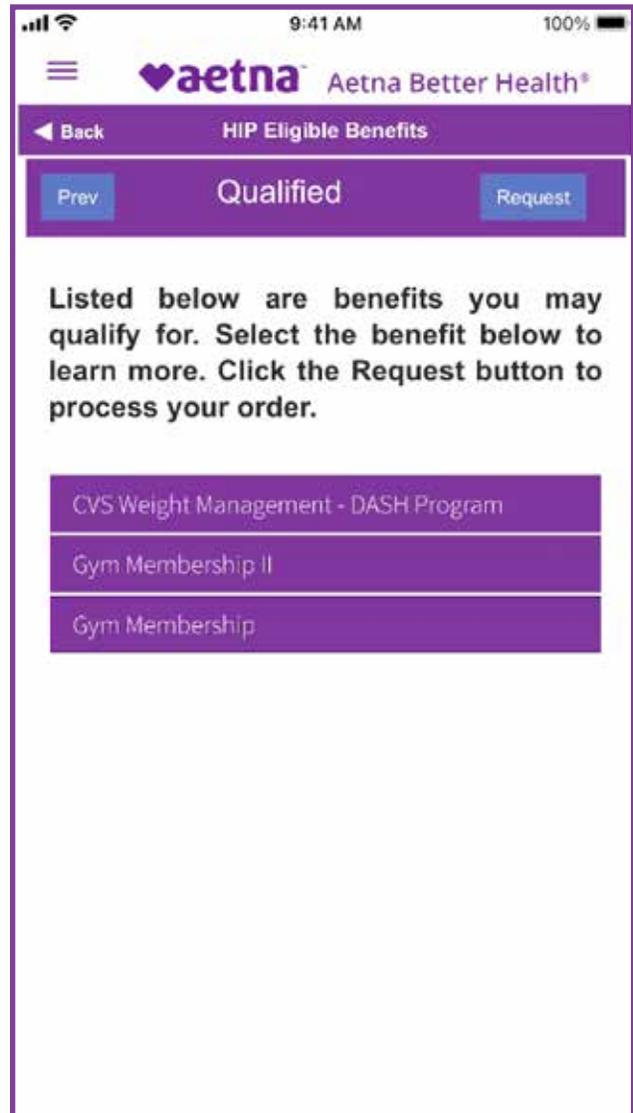
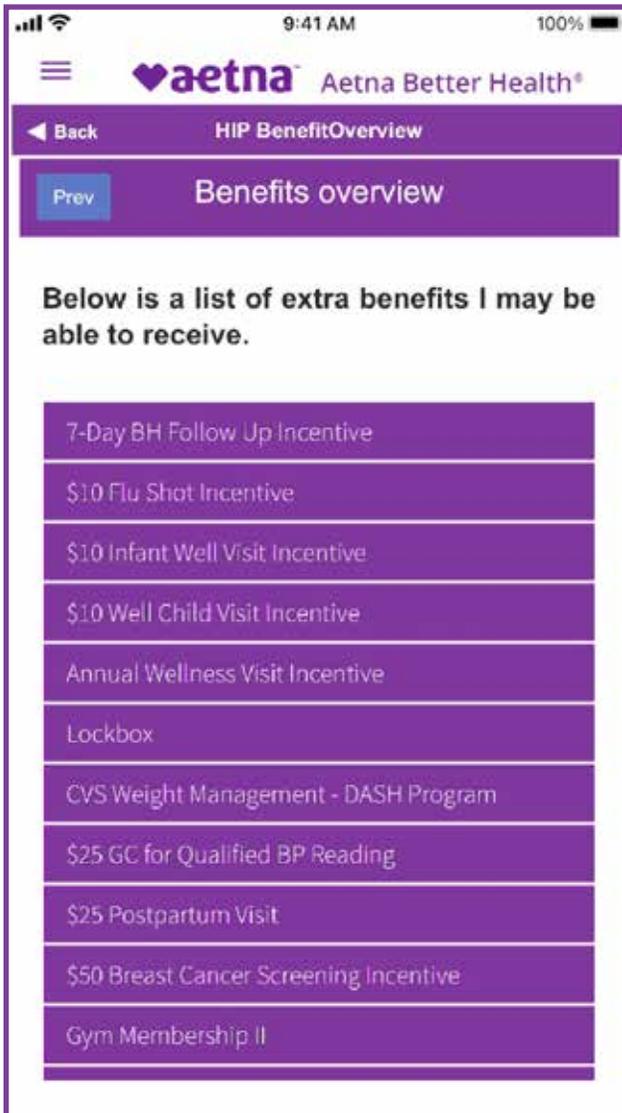
10.3 Health resources



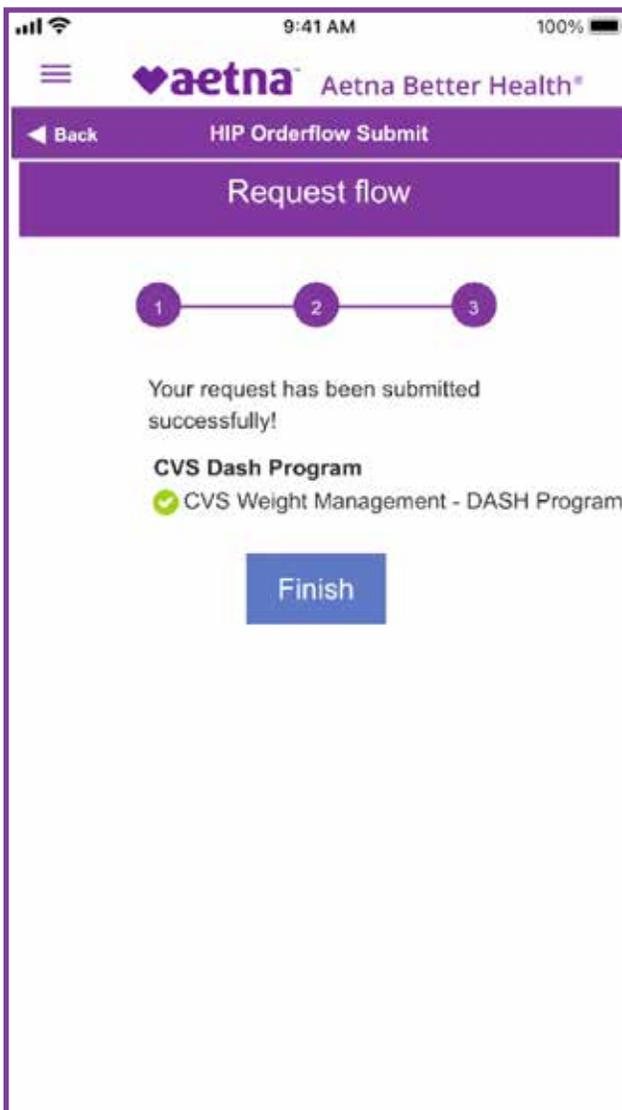
10.4 Community resources



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

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

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

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

My Messages (2 Unread Messages, 2 Messages total)

<input type="checkbox"/>	From	Subject
<input type="checkbox"/>		
<input type="checkbox"/>		

1

Reply
Delete

aetna
 If you want more information, or need help, call us at:
 TTY 711
 Copyright © 2015–2016 Aetna Better Health,
 All Rights Reserved.

14 My claims

9:41 AM

aetna Aetna Better Health®

Aetna Better Health

Search Claims

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

Claim Type

Claim Status

Service Date Range

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Search

Reset Form

aetna

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

Copyright © 2015–2016 Aetna Better Health,
 All Rights Reserved.

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

aetna Aetna Better Health®

Back Aetna Better Health

Claim - Search Results (0)

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

View Details

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

View Details

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

15 About us

9:41 AM

aetna Aetna Better Health®

Back 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.

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.

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

Copyright © 2015-2018 Aetna Better Health.
 All Rights Reserved.

16 Log out

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