AETNA BETTER HEALTH®
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 change 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 this app.
- Just have your member ID card with you.

<table>
<thead>
<tr>
<th>Device</th>
<th>OS Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Apple Devices</td>
<td>7.1 and above</td>
</tr>
<tr>
<td>All Android Devices</td>
<td>4.2 and above</td>
</tr>
</tbody>
</table>
# Table of contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Splash page</td>
<td>3</td>
</tr>
<tr>
<td>2. Sign in</td>
<td>3</td>
</tr>
<tr>
<td>3. Welcome pages</td>
<td>4</td>
</tr>
<tr>
<td>4. Menu</td>
<td>4</td>
</tr>
<tr>
<td>5. Find a provider</td>
<td>5</td>
</tr>
<tr>
<td>5.1 Provider results</td>
<td>5</td>
</tr>
<tr>
<td>6. My ID card (front)</td>
<td>6</td>
</tr>
<tr>
<td>6.a My ID card (back)</td>
<td>6</td>
</tr>
<tr>
<td>6.1 Request ID Card</td>
<td>6</td>
</tr>
<tr>
<td>7. My Care Plan</td>
<td>7</td>
</tr>
<tr>
<td>8. My Support Circle</td>
<td>7</td>
</tr>
<tr>
<td>8.1 Create My Tasks</td>
<td>7</td>
</tr>
<tr>
<td>9.1 Member Materials</td>
<td>8</td>
</tr>
<tr>
<td>9.2 Member Handbook</td>
<td>8</td>
</tr>
<tr>
<td>9.3 Mobile App User Guide</td>
<td>8</td>
</tr>
<tr>
<td>9.4 Health Resources</td>
<td>8</td>
</tr>
<tr>
<td>10. My Profile</td>
<td>9</td>
</tr>
<tr>
<td>10.1 Request Profile Update</td>
<td>9</td>
</tr>
<tr>
<td>10.2 Request PCP Change</td>
<td>9</td>
</tr>
<tr>
<td>11. My Messages</td>
<td>10</td>
</tr>
<tr>
<td>12. My Claims</td>
<td>10</td>
</tr>
<tr>
<td>12.1 Claim Results</td>
<td>10</td>
</tr>
<tr>
<td>13. My Medications</td>
<td>11</td>
</tr>
<tr>
<td>13.1 My Pharmacy Claims</td>
<td>11</td>
</tr>
<tr>
<td>13.1.a Pharmacy Claims Results</td>
<td>11</td>
</tr>
<tr>
<td>14. About Us</td>
<td>12</td>
</tr>
<tr>
<td>15. Log out</td>
<td>12</td>
</tr>
</tbody>
</table>
1. Splash page

2. Sign in

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

Welcome to Aetna Better Health

Find a provider
Find a provider or facility near your home.

Find a provider

My medications
View your medications.

My medications

My profile
Manage your profile and contact information.

My profile

Copyright 2016 Aetna. All rights reserved.

4. Menu

Welcome to Aetna Better Health

Everything you need, right at your fingertips.

About us

Copyright 2016 Aetna. All rights reserved.
5. Find a provider

There are different ways you can use the search:

- **Search by Name:** Fill in the last name of the provider, hospital or medical group. Do not type "doctor" or "Dr." in the search box.

- **Search by Location:** Fill in a ZIP code. If you want to search in a general area, enter a ZIP code and select how many miles around the ZIP code you want to search. You can also search by city. If searching by location for:
  - A **Primary Care Provider (PCP)**, select PCP from the drop down menu in the specialty type box
  - A **Hospital**, select Hospital from the drop down menu in the specialty type box
  - A **Specialist**, select the desired Specialist from the drop down menu in the specialty type box

5.1 Provider results

Showing Results for
NURSE PRACTITIONER, 00000
Viewing 1-5 of 500

HENRY-SMITH, CHERYL
NURSE PRACTITIONER

1234 MAIN STREET
CITY, ST 00000
Office: (555) 555-5555
Fax: (555) 555-5556

MONROE, DAVID
NURSE PRACTITIONER

4321 FIRST ROAD
CITY, ST 00000
Office: (555) 555-5557
Fax: (555) 555-5558
6. My ID card (front)

6.a My ID card (back)

6.1 Request ID card
7. My Care Plan

*7. 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”.

8. Add new people to your support circle hit “Add Support Circle”. You can send a message to someone in your support circle.

8.1 You can assign a task to people in your Support Group. They can even be your provider or care manager.

- Sending a task moves it to **Assigned**.
- Your support circle person accepts and it moves to **In Progress**.
- When done, you change to **Complete**.

8.1 Create My Tasks
9.1 Member Materials

Your needs are our top priority
Our focus is on helping you be healthy. Anytime you have questions, just call our Member Services department. We’re open 24 hours a day, 7 days a week at 1-555-555-5555, TTY 711.

Member handbook
App user guide
Health resources

Copyright © 2016 Aetna Better Health, All Rights Reserved.

9.2 Member Handbook

Your needs are our top priority
Our focus is on helping you be healthy. Anytime you have questions, just call our Member Services department. We’re open 24 hours a day, 7 days a week at 1-555-555-5555, TTY 711.

Member handbook
Your member handbook is your go-to resource
English / Spanish
App user guide
Health resources

Copyright © 2016 Aetna Better Health, All Rights Reserved.

9.3 Mobile App User Guide

Your needs are our top priority
Our focus is on helping you be healthy. Anytime you have questions, just call our Member Services department. We’re open 24 hours a day, 7 days a week at 1-555-555-5555, TTY 711.

Member handbook
App user guide
How to use this Aetna Better Health mobile app.
Health resources

Copyright © 2016 Aetna Better Health, All Rights Reserved.

9.4 Health Resources

Your needs are our top priority
Our focus is on helping you be healthy. Anytime you have questions, just call our Member Services department. We’re open 24 hours a day, 7 days a week at 1-555-555-5555, TTY 711.

Member handbook
App user guide
Health resources

Medline Plus is the National Institutes of Health’s website for patients and their families and friends. It’s produced by the National Library of Medicine. You’ll get the health information you need in language you can understand. This service is reliable, up-to-date – and free!
10. My Profile

10.1 Request Profile Update

From: Test, Female 20

Inquiry Type: Request Member Information

Subject: Regarding - Request Member Information

Message:

Please tell us how we can contact you about this message. List your phone number if you’d like us to call you. Otherwise we will send you a message to this inbox. You will have to login to this portal to see our message back to you.

Member Profile

- Member ID: 00000000000
- Member Name: SMITH, JANE S
- DOB: 12/01/1956
- Gender: F
- Age: 58
- Address: 1234 Main Street Anytown, US 00000
- Work Phone: 555-555-5555
- Home Phone: 555-555-5555

Benefit: Medicare, Member

10.2 Request PCP Change

From: Test, Female 20

Inquiry Type: Change PCP

Subject: Regarding - Change Primary Care Provider

Message:

Please tell us how we can contact you about this message. List your phone number if you’d like us to call you. Otherwise we will send you a message to this inbox. You will have to login to this portal to see our message back to you.
Enter your claim type, claim status and your beginning and ending service dates.

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

13.1. My Pharmacy Claims

Enter dates as mm/dd/yyyy. Then hit Search button.
In the menu, when you are done making changes, sending requests or viewing claims ALWAYS remember to hit Log out.