



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

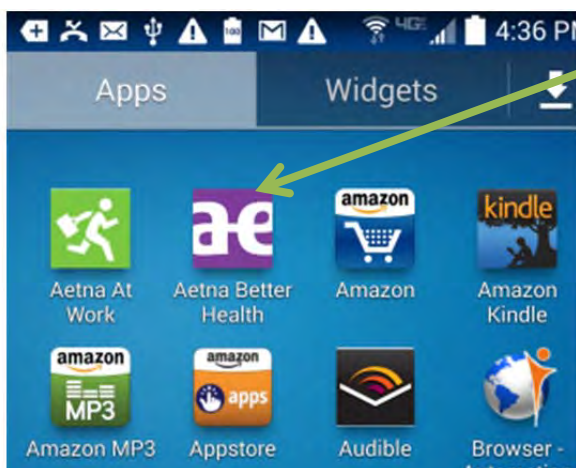
- Find a provider
- View or request your Member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other member details

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.



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

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1. Splash page

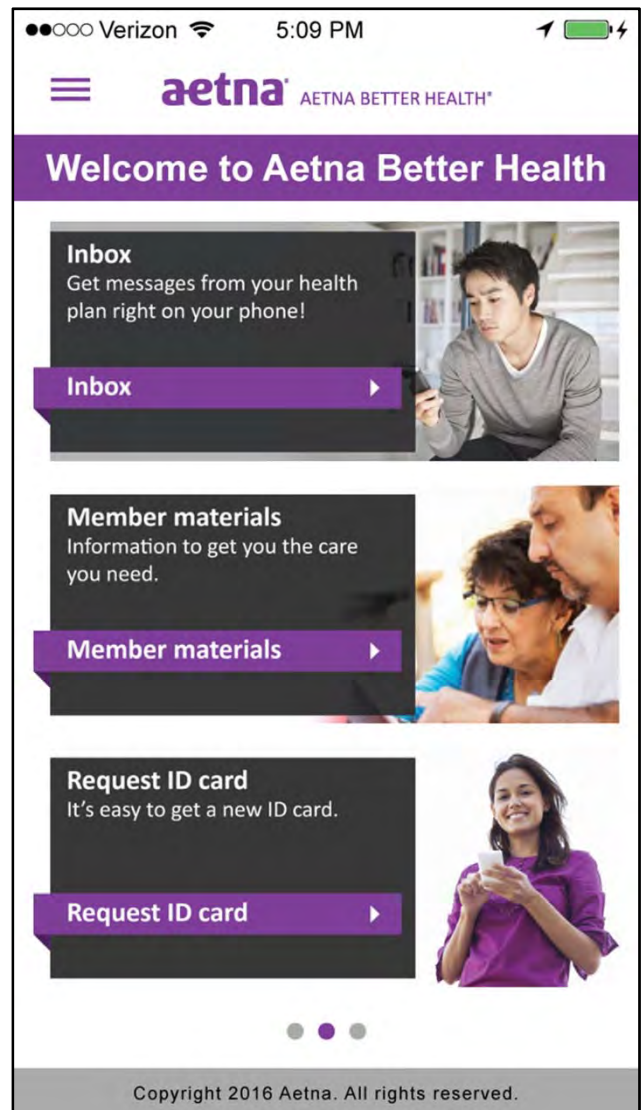
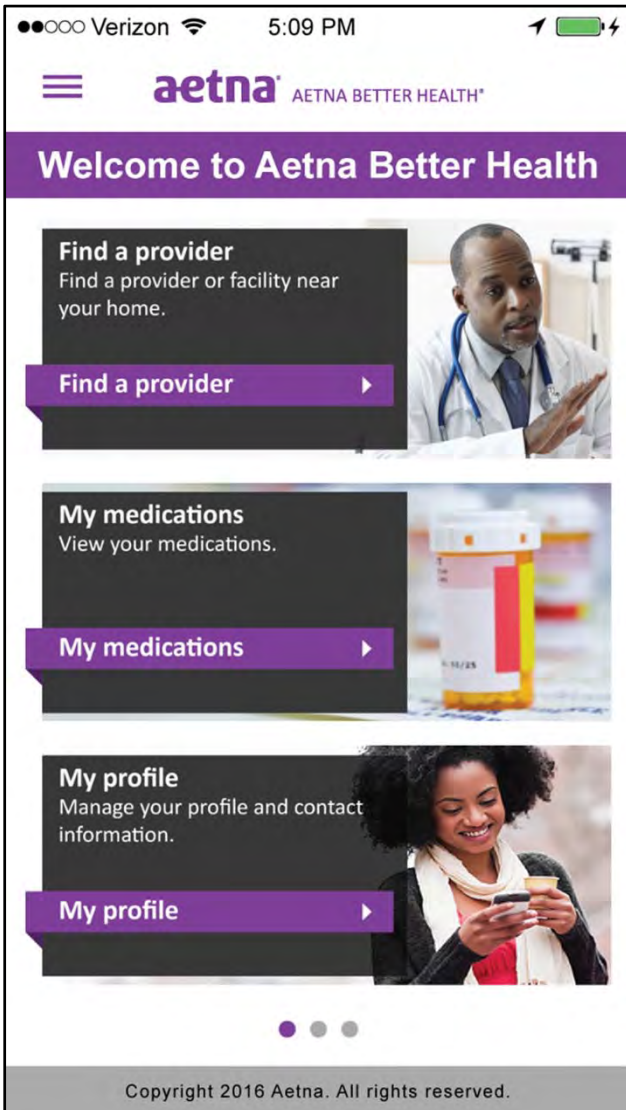


2. Sign in

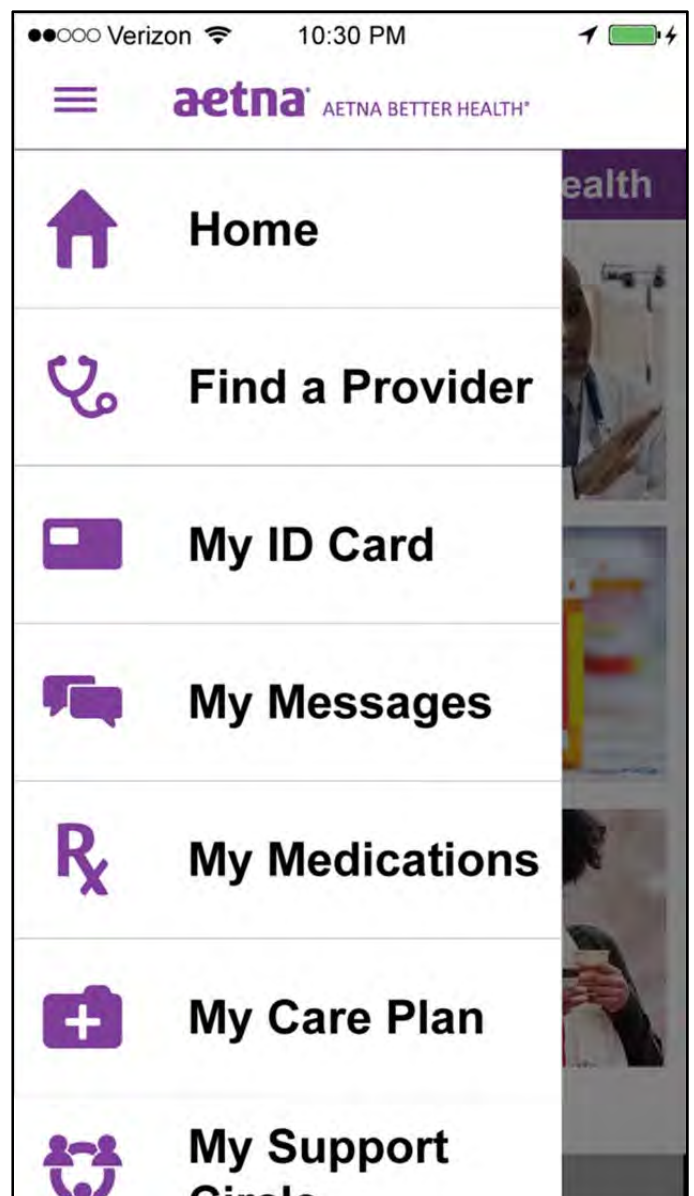
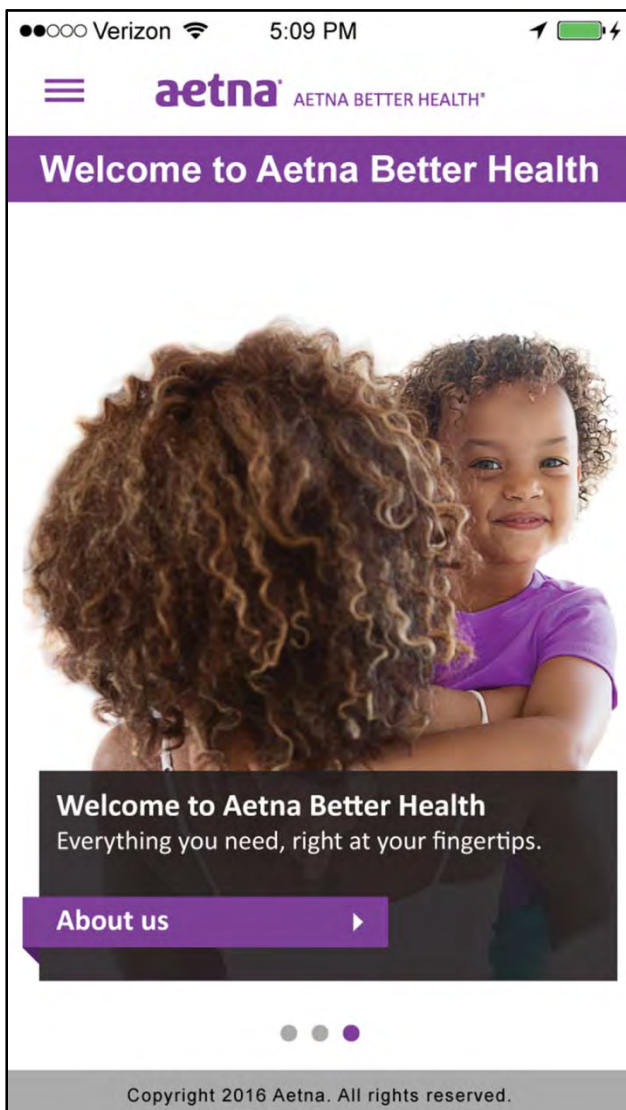
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password**.

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



4. Menu



5. Find a provider

Verizon 10:33 PM

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Find a Provider

Provider Last Name/Hospital Name/Clinic Name:

City:

ZIP Code:

Specialty:
 --Please Select-- ▾

Is provider accepting new patients?

SEARCH

ADVANCED SEARCH

5.1 Provider results

Verizon 10:33 PM

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◀ Back **Search 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](tel:(555)555-5555)
 Fax: [\(555\) 555-5556](tel:(555)555-5556)

VIEW DETAILS

MONROE, DAVID
 NURSE PRACTITIONER

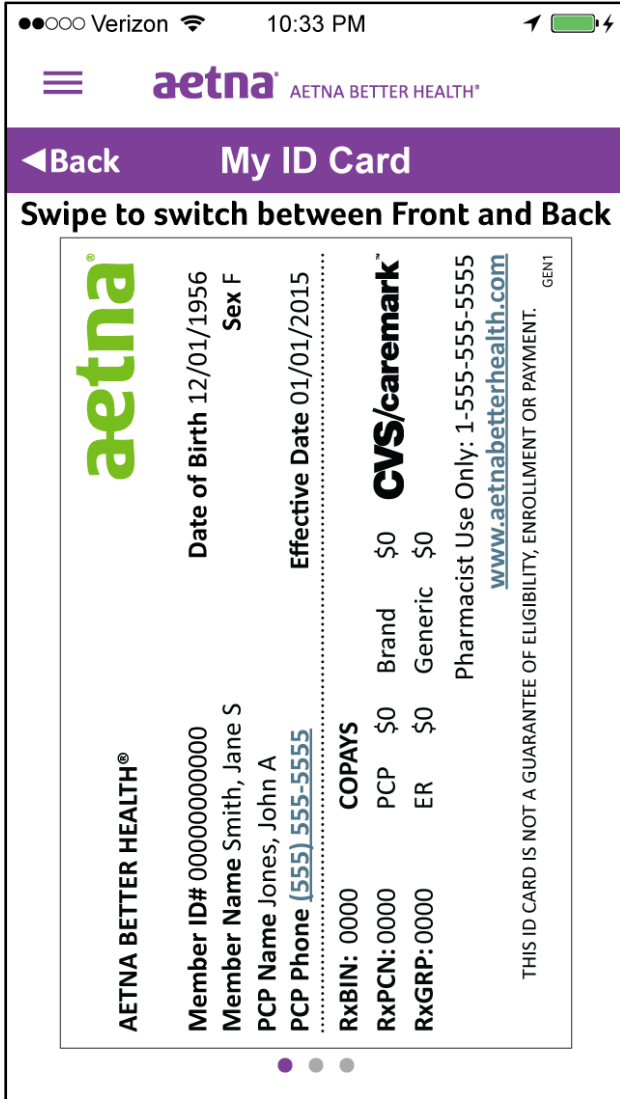
4321 FIRST ROAD
 CITY, ST 00000

Office: [\(555\) 555-5557](tel:(555)555-5557)
 Fax: [\(555\) 555-5558](tel:(555)555-5558)

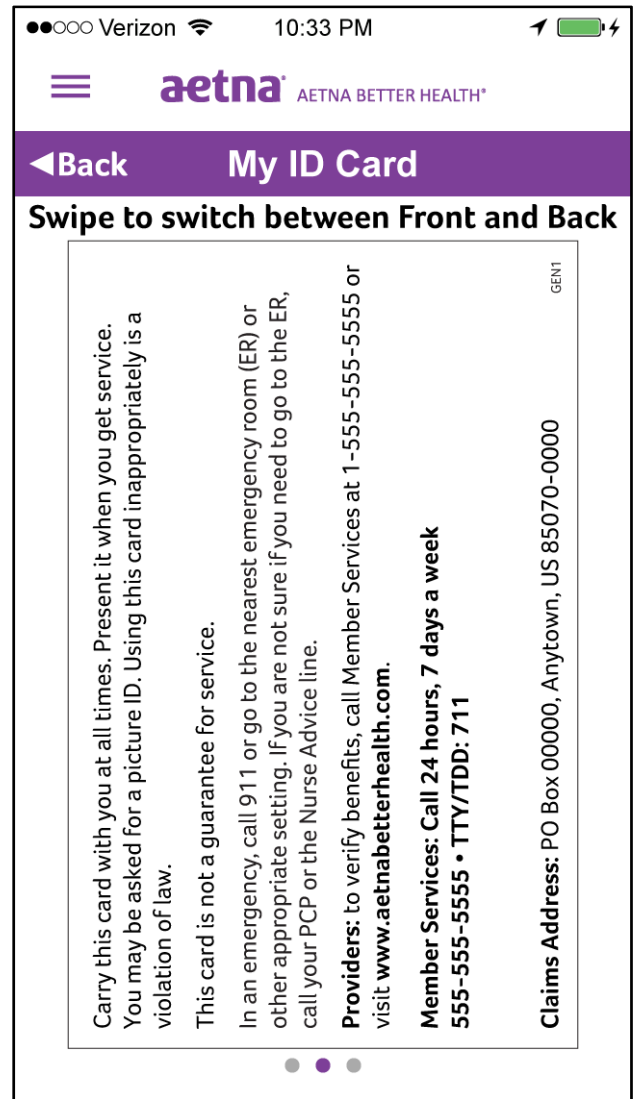
There are different ways you can use the search:

- **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

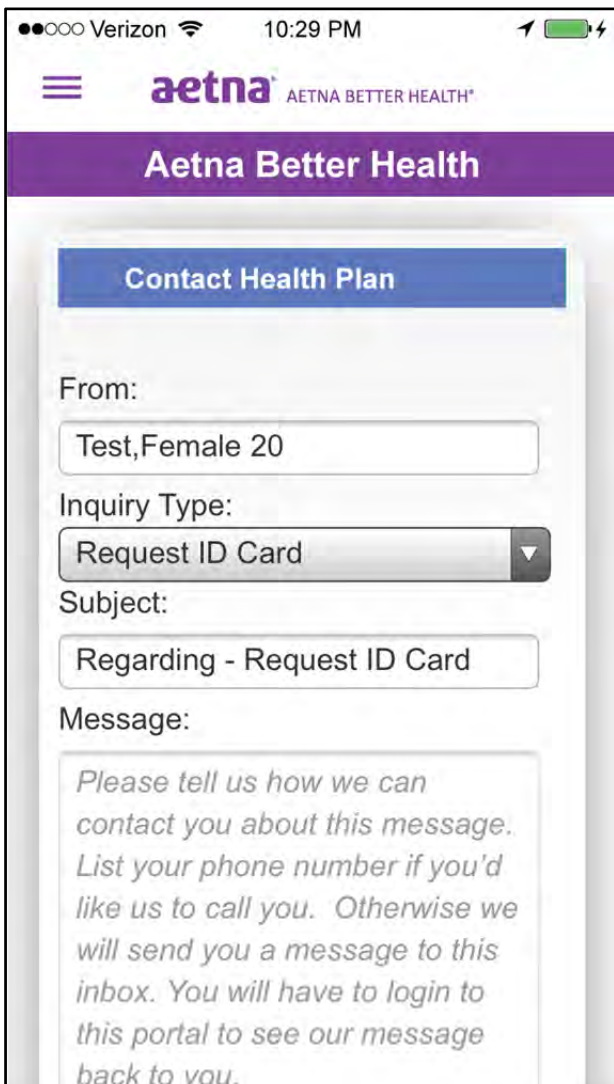
6. My ID card (front)



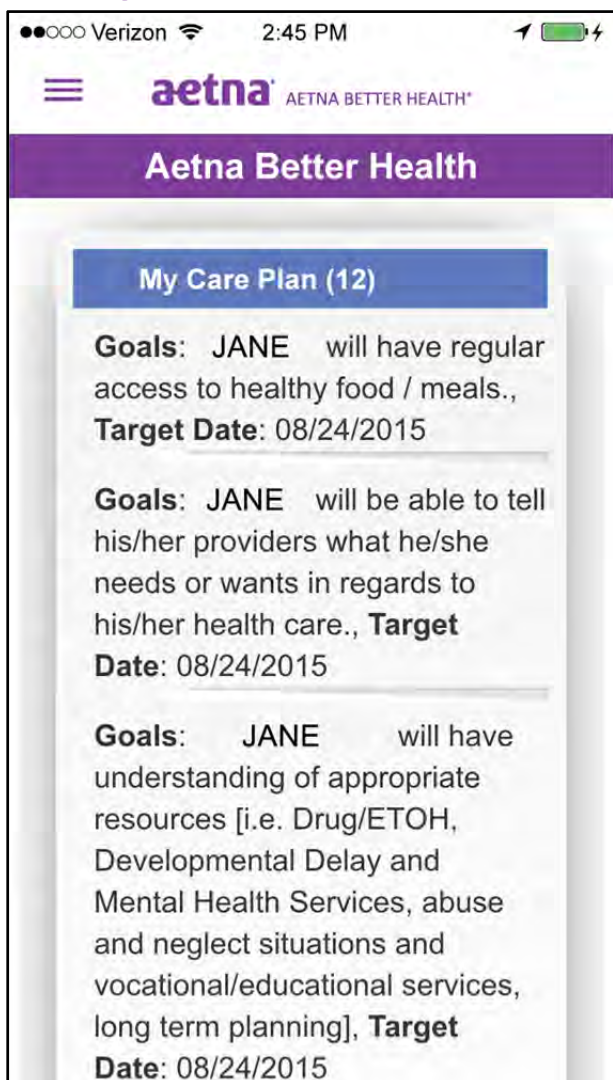
6.a My ID card (back)



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**.

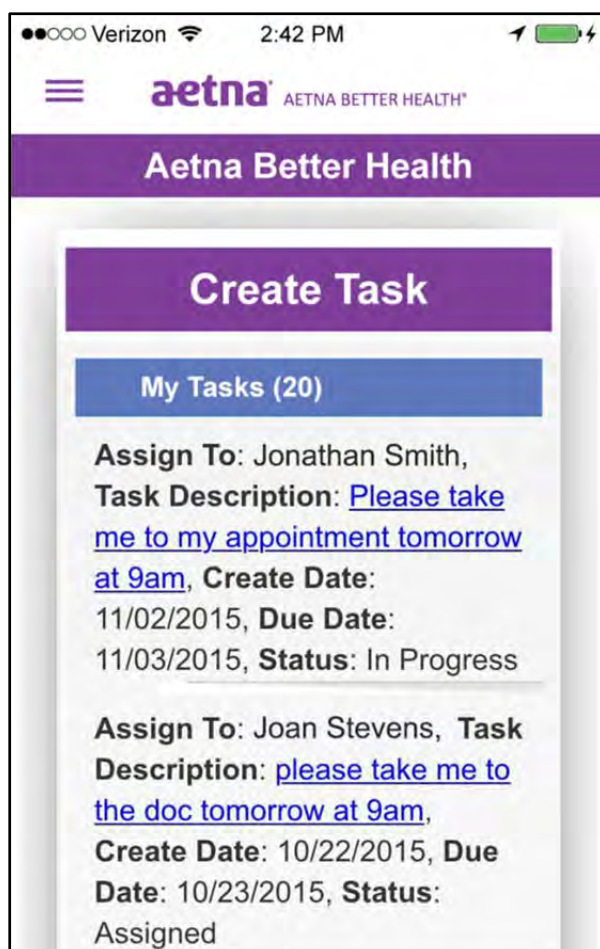
-Your support circle person accepts and it moves to **In Progress**.

-When done, you change to **Complete**.

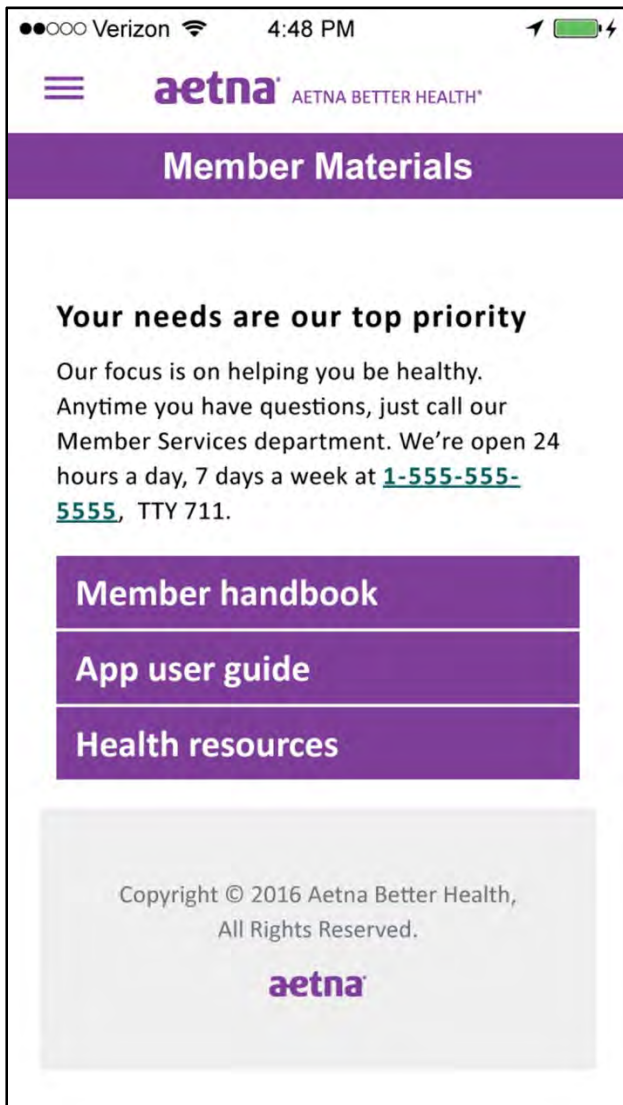
8. My Support Circle



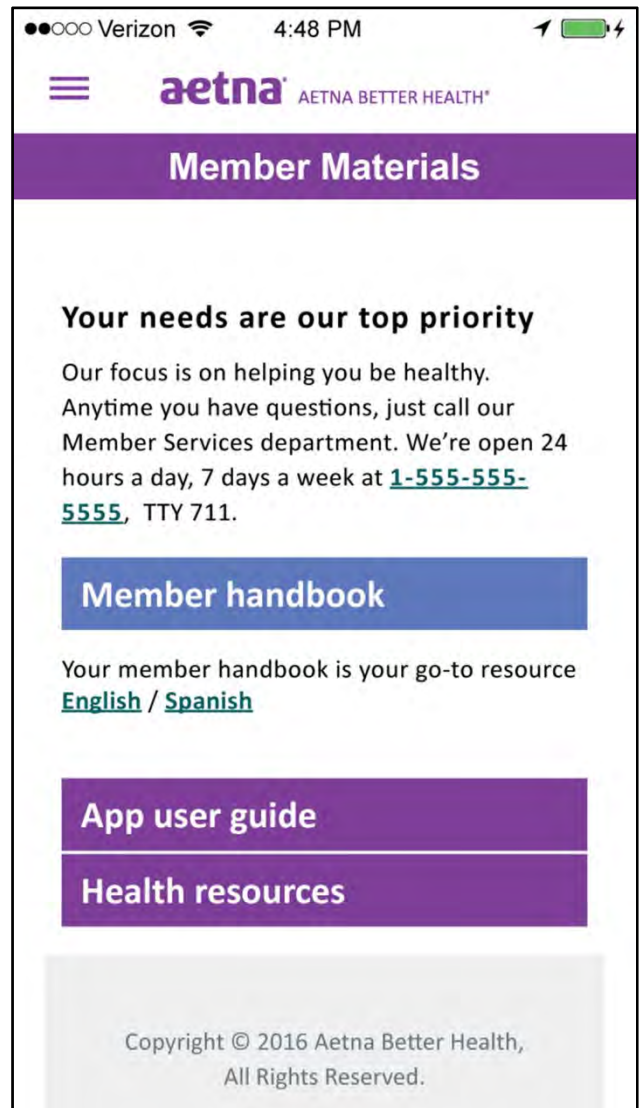
8.1 Create My Tasks



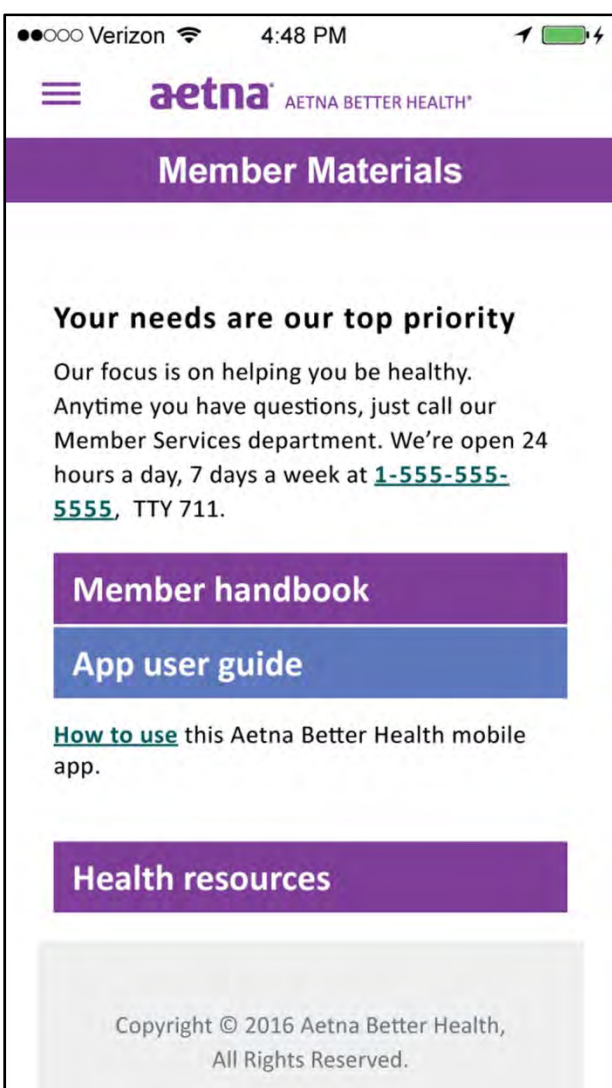
9.1 Member Materials



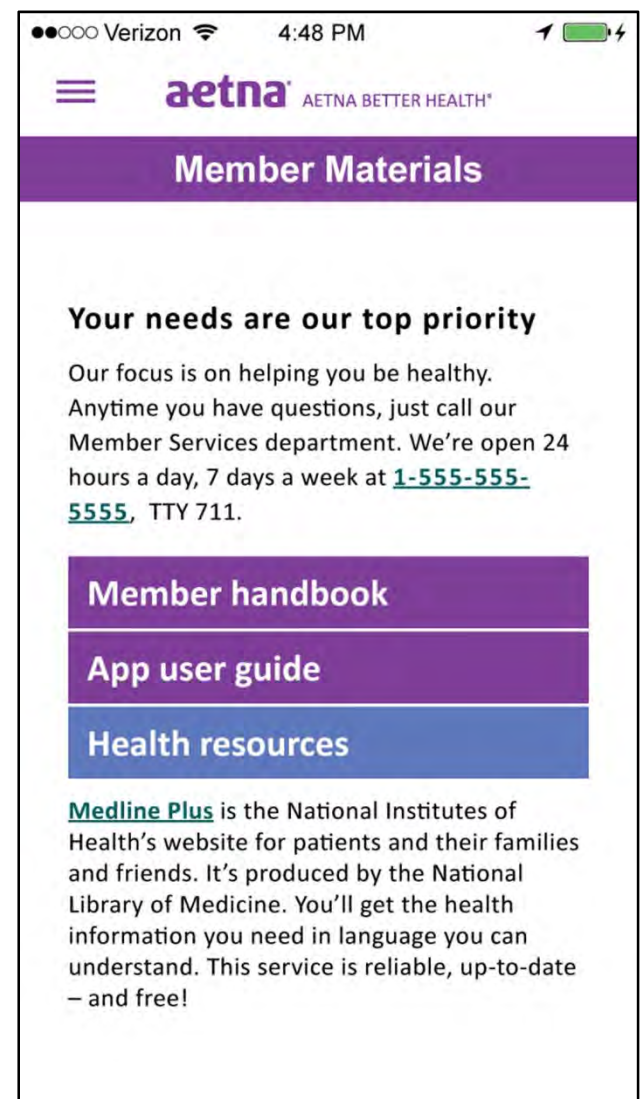
9.2 Member Handbook



9.3 Mobile App User Guide



9.4 Health Resources



10. My Profile

10.1. Request Profile Update

Verizon 10:46 PM

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Contact Health Plan

From:

Inquiry Type:

Subject:

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.

Verizon 10:46 PM

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Aetna Better Health

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

Eligibility Information

Benefit: Medicare, Member

10.2 Request PCP Change

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Aetna Better Health

Contact Health Plan

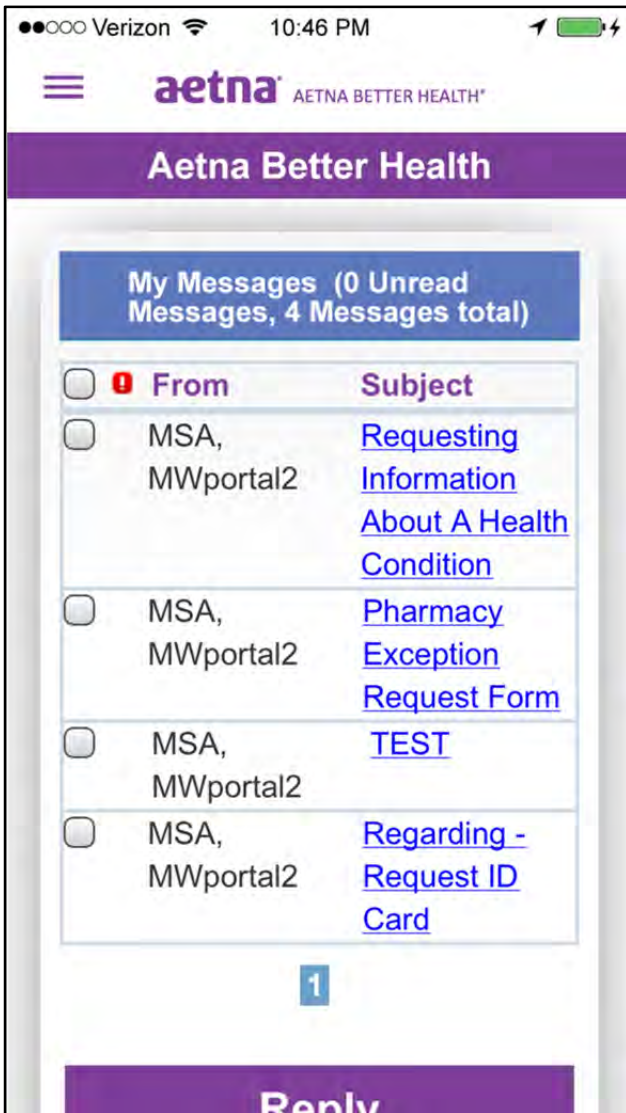
From:

Inquiry Type:

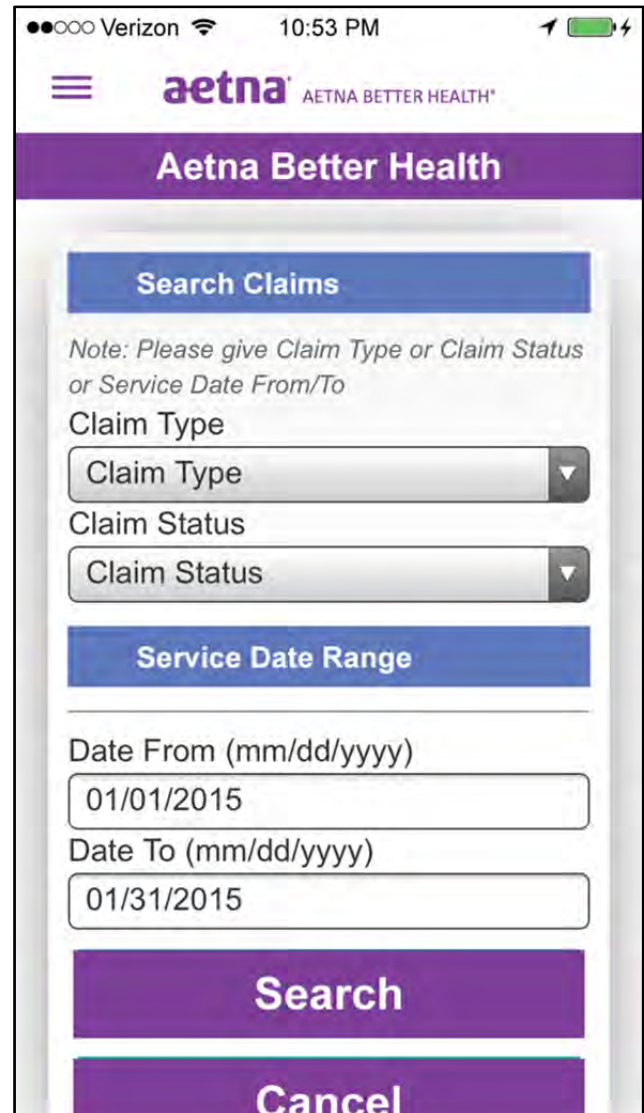
Subject:

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.

11. My Messages



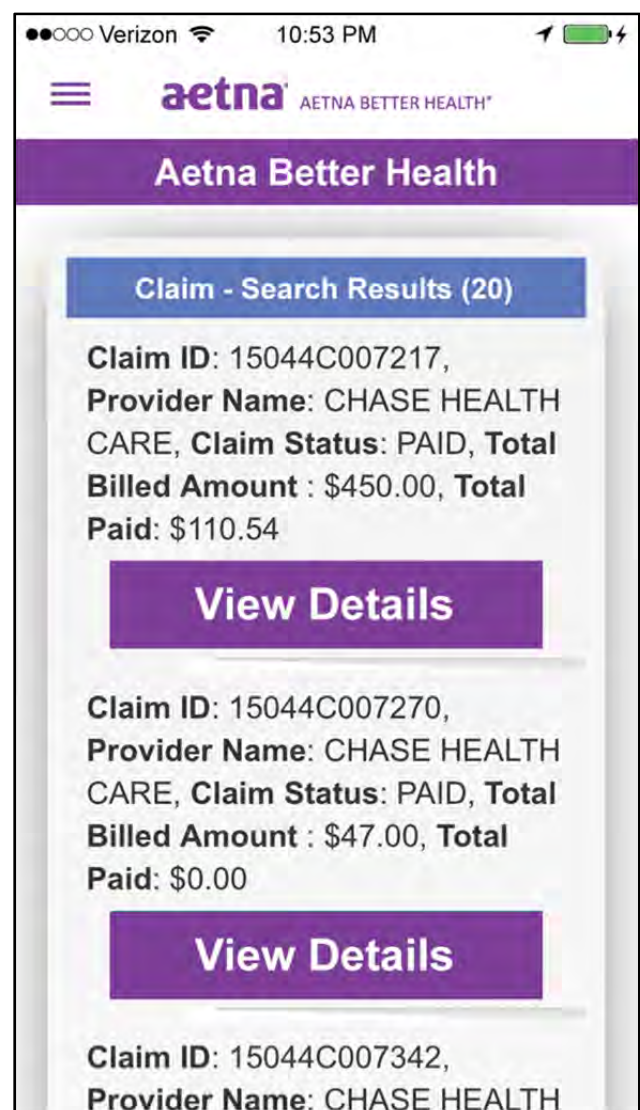
12. My Claims



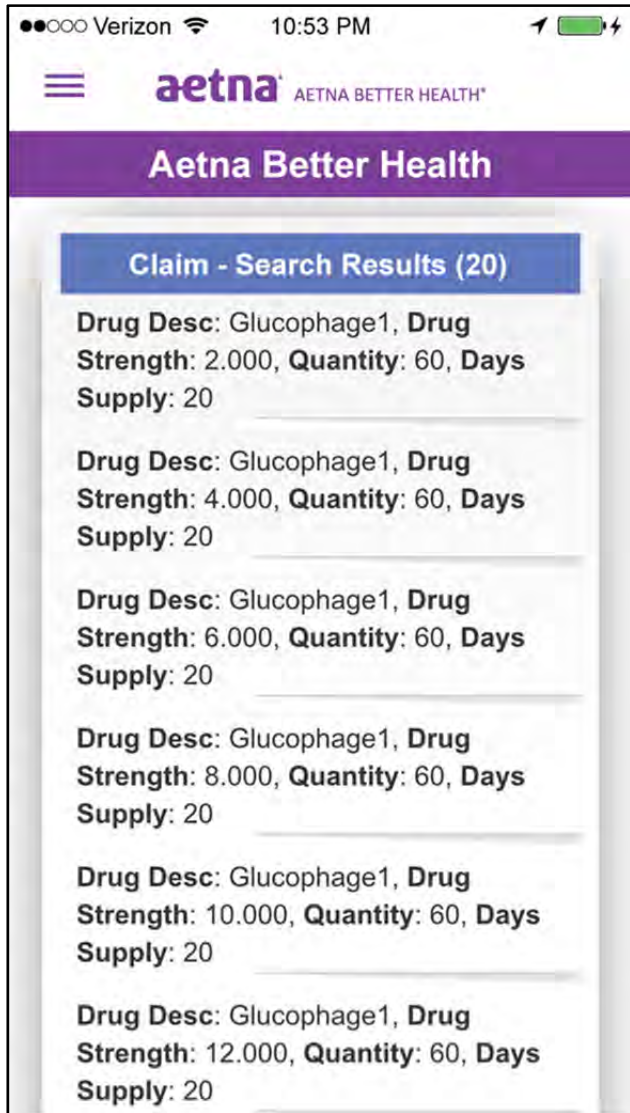
12.1 Claims Results

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

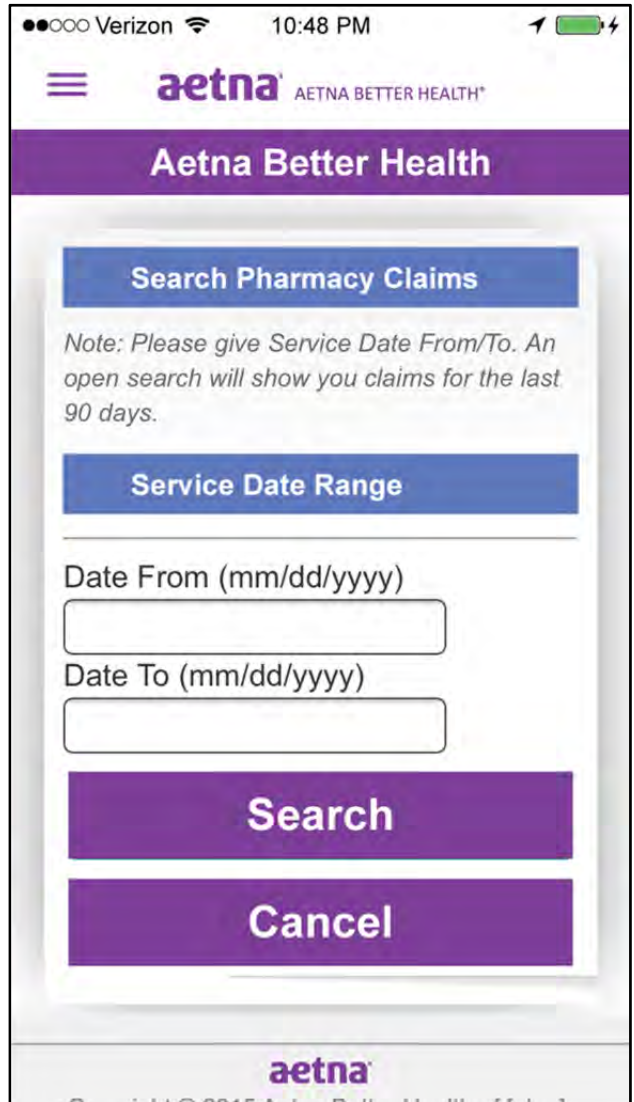
Enter dates as mm/dd/yyyy. Then hit **Search** button.



13. My Medications

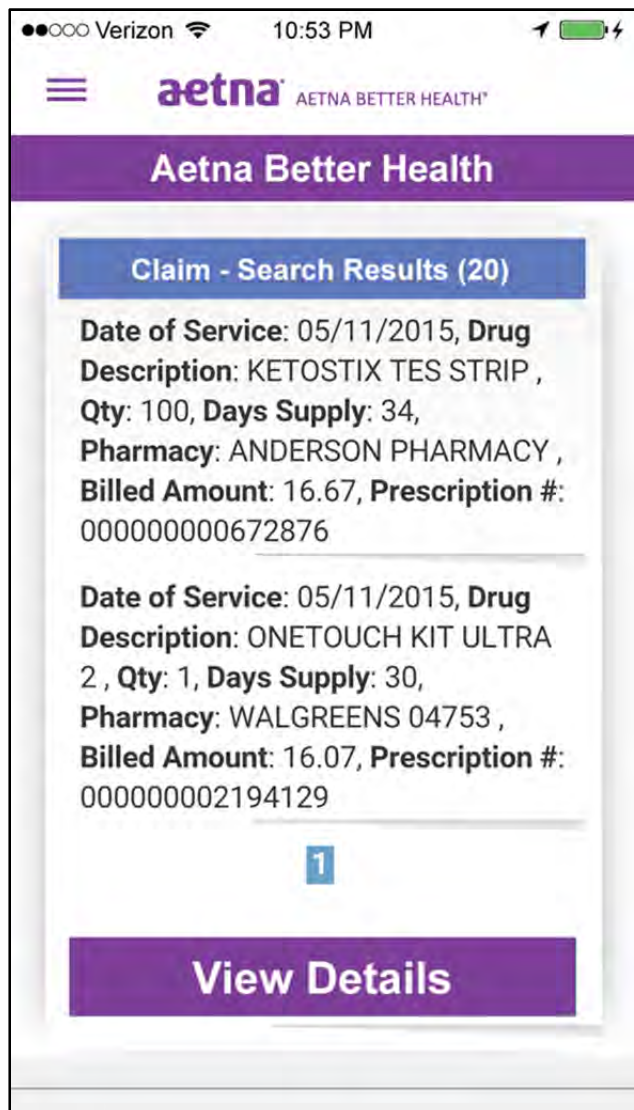


13.1. My Pharmacy Claims



13.1a Pharmacy Claims Results

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



14. About Us



15. Log out

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