

Aetna Navigator – Health Information at Your Fingertips

Helping You Make Informed Choices:

Access Easy-To-Understand Online Information About Your Health and Benefits

With Aetna Navigator™ your secure member website, you have access to details about your benefits plan when you need them – any time, day or night. On the site, you'll also find a wealth of resources that provide easy-to-understand health and cost information so that you can know more about your choices and get the care you need.

Who Has Access to the Site?

You have access to the member website if you are a member of any Aetna health plan.

Find Benefits Information and Contact Member Services

After you register and log in to the site you can:

- Confirm your coverage and who in your family is covered under your plan.
- Track claims and claim payments.
- Request a member ID card or print identification information.
- Check FSA, Aetna HealthFund® health reimbursement arrangement (HRA) or health savings account (HSA) balances and activity.*
- Send a secure e-mail message to Aetna Member Services.
- Find a health care professional or facility that participates in our network.

Access Resources That Can Help You Make Informed Choices

In addition to details about your benefits, your secure member website gives you access to several resources that can help you make decisions about your care. With this information, you can do the following:

- 1) **Plan for Health Care Expenses:** Use the Estimate the Cost of Care (ECC) resource to help you plan for anticipated health care costs. Compare the estimated average in- and out-of-network costs for health care services in your area, including medical and dental procedures, office visits, and medical tests. See how much you could potentially save by choosing a doctor from Aetna's network.
- 2) **Choose a Doctor, Dentist or Hospital that's Right for You:** Three services on your secure member website can help you decide where to access care, including:
 - **DocFind®** – Access Aetna's online directory for a listing of the doctors, dentists, hospitals, pharmacies, specialists and other health care professionals who participate in the Aetna network in your area.*
 - **Aetna Navigator Hospital Comparison Tool** – Obtain information to help you compare hospitals on certain diagnoses and procedures. Get an easy-to-understand

report that compares hospitals in your area, based on four criteria: number of patients treated per year, complication rates, mortality rates and length of stay.

- **Rate Your Medical Professional**– Submit surveys to rate your experience with health care professionals in the Aetna network. Once we receive a minimum number of completed surveys for each individual medical professional, the results will be posted on his or her DocFind details.

3) Find Information About Conditions and Treatment Options: Read about thousands of diseases and conditions by using the following resources:

- **Aetna IntelliHealth[®]** – Get credible health information from this award-winning website. From general articles, news updates and answers from medical experts to educational interactive features and a special section about various diseases and conditions, this site offers several ways to find the information you need.
- **Healthwise[®] Knowledgebase** – Search this online resource which provides in-depth information on a wide range of topics. Using a simple A to Z format, you’ll find reliable, up-to-date descriptions about diseases and conditions, their symptoms, causes and possible treatment options.

Log in and Start Using Your Member Website Today!

To register and log in:

- Go to www.aetna.com.
- Log in to Aetna Navigator[™].
- If you are a first time user, select “Register Now”.

Remember, instant help is always available if you forget your user name or password.

The table below will help you find the resources described in this article on your secure member website.

| Resource | How To Find It on Your Secure Member Website |
|-------------------------------|---|
| If you want to find... | ...choose “Take Action on Your Health” from the Aetna Navigator toolbar and then select: |
| Estimate the Cost of Care | Cost of Care |
| DocFind | Find Health Care in DocFind [®] |
| Hospital Comparison Tool | Compare Hospitals |

| | |
|--------------------------------|--|
| Rate Your Medical Professional | Find Health Care in DocFind® and then “Rate Your Medical Professional” |
| Aetna InteliHealth | Treating Illness and then “InteliHealth” |
| Healthwise Knowledgebase | Treating Illness and then “Health A-Z” |

* If these options are available with your plan.