

Accessing your new Aetna plan



deel.

Overview

You will receive a welcome letter, along with your physical ID card 7-10 days after your benefits become effective.



@D168_DeliveryName@
@DEPEND_FORMAT_ADDR1@
@DEPEND_FORMAT_ADDR2@
@DEPEND_FORMAT_ADDR3@
@DEPEND_FORMAT_ADDR4@

Register at [Aetna.com](https://www.aetna.com) or scan this QR code



Get access to tools, tips and programs to help you reach your healthiest you.

Here’s your ID card — it’s your key to better health.

Whether you’re active every day, or getting better after surgery, we’re here to help you get on — and stay on — your path to better health. And that starts with getting the most from your health plan; view your plan details, find care, manage costs, and access other tools to manage your health!

You’ve done everything needed — now just complete the last step:

- ☒ You’ve enrolled with Aetna
- ☒ You’ve received your member ID card
- ☐ **Now, register at [Aetna.com](https://www.aetna.com) by clicking on “Login” and then “Register” or by scanning the QR code above**

Pro tip: start by choosing a primary care physician (PCP)

We don’t require you to choose a PCP, but we encourage you to select one. Having a PCP who knows your health care needs can help you better manage your health. And a PCP will help coordinate care. To find and select a PCP, just use the “Find Care & Pricing” tool on your member website.

If you have questions, just call the phone number on your ID card.

You can scan the QR code on your letter and download the Aetna App if you have not previously done so.

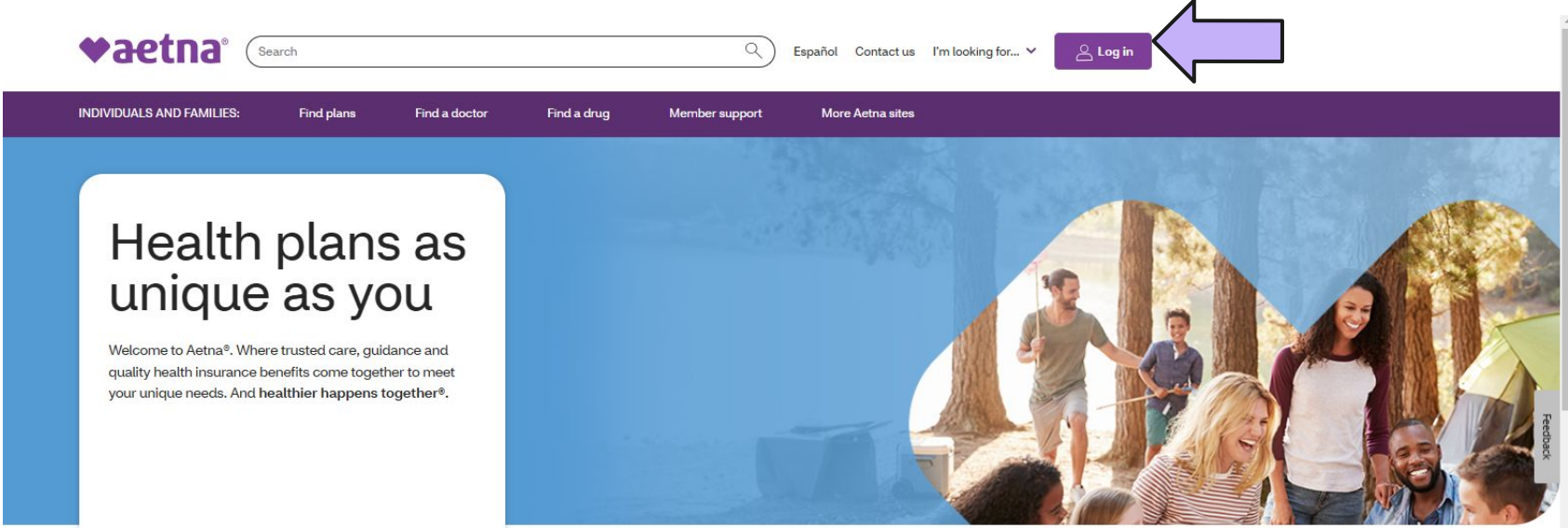
Prior to receiving your ID card via mail, you can download a digital ID on [Aetna.com](https://www.aetna.com)

Accessing your online account

Step 1

Navigate to Web Portal

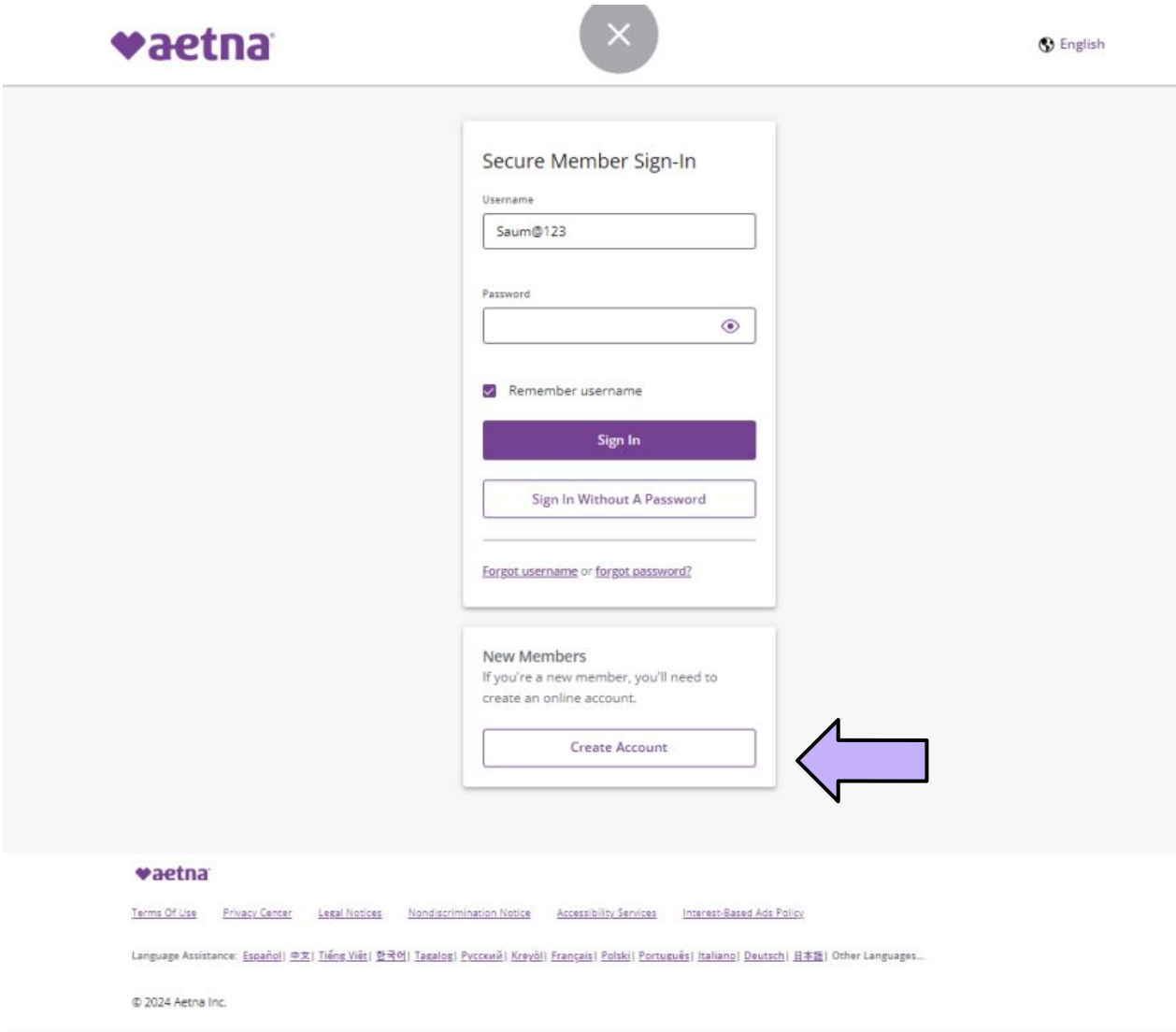
Navigate to the Aetna [member site](#) (aetna.com), and click login.



Step 2

Select "Create Account"

Under "New Members, select "Create Account"



Creating your online account


Step 3

Create Your Online Account

You'll now find yourself in the account creation process, so you can set up an Aetna login.

Under the "Look up plan with" field, select the "Social Security Number" option

Then proceed to fill out you First Name, Last Name, and Date of Birth (MM/DD/YYYY), and click "Continue"



English

Create Your Online Account

Step 1 of 3
Find Plan
Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

Choose your plan type

☒ Employer-sponsored — through your work or school

☐ Medicare

☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Social Security Number

←

North Carolina State Health Plan members, choose Aetna Member ID and use your Member ID to find your plan.

Social Security Number

←

How we use your Social Security Number

First Name

←

Last Name

←

Date of Birth (MM/DD/YYYY)

←


Continue

←

Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.

CHOICE POS II

Plan Name

Grp# 123456-010-78910

ID **W1234 56789**

LINDA SMITH

MEMBER SERVICES


PROVIDERS CALL

Verify your identity

Step 4

Select your verification method

Select the registered email address as your verification method, and click “Continue”



Create Your Online Account

Step 2 of 3

Verify Identity

Next: Set Up Account

Find Plan

Verify Identity

Set Up Account

Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on file, or add a new one.

Select method


Email to m*****ns@aetna.com

Add and verify new email or mobile number

Continue

Need Help?

For help with your online account, contact us at 1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.




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Enter the verification code sent to that email address, and click “Continue”



Create Your Online Account

Step 2 of 3

Verify Identity

Next: Set Up Account

Find Plan

Verify Identity

Set Up Account

Verify Your Code

We sent a six-digit code to m*****ns@aetna.com. Your code expires in ten minutes.

Enter Six-Digit Code

786331

Continue

Cancel

Need a new code? Get a new code in 31 seconds

Want to use a different email or phone number? [Change delivery method](#)

Can't find your code? Please check your spam folder.

Need Help?


For help with your online account, contact us at 1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.

Set up access

Step 5

Set up your online account

Create a username and password



Create Your Online Account

Step 3 of 3
Set Up Account

Find Plan

Verify Identity

Set Up Account

Set Up Account

Create a username and password below.
All fields are required.

Create a Username

Sam@12345

Create a Password

Select a Security Question

What was your high school mascot?

Security Answer

4/30

Enter Email Address

By checking the box below, you agree to the [Terms and Conditions](#).

☒ I agree to the Terms and Conditions

Continue

Need Help?

For help with your online account, contact us at
1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.

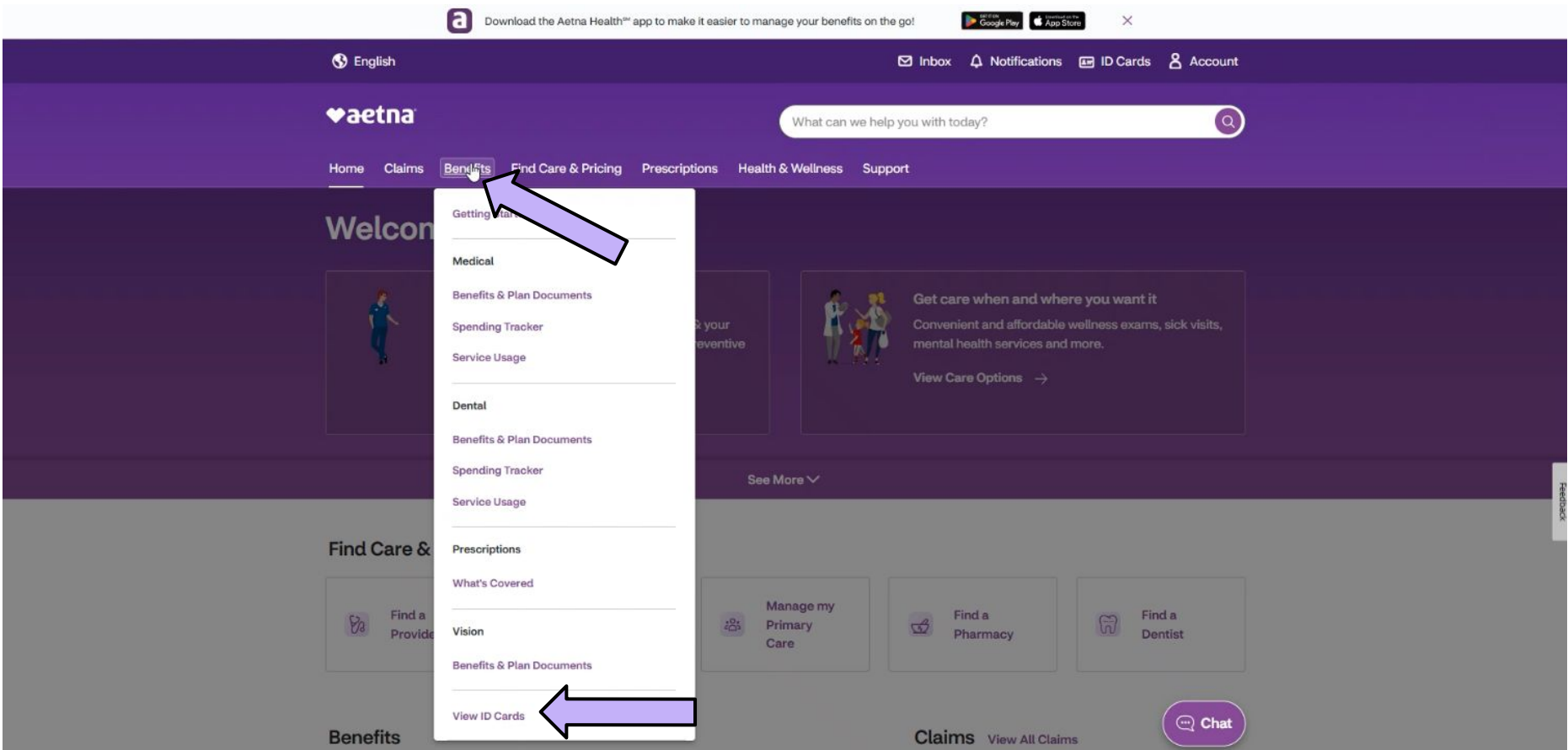
Select a Security Question and answer, enter your email address, confirm you agree to the Terms and Conditions and click "Continue"

Accessing your digital ID card

Step 6

Navigate to Benefits

Once you land on your Aetna homepage, select Benefits from the navigation options, scroll down, and click on “View ID Cards”



Step 7

View & Print your ID card

On this page you'll be able to see your new Aetna ID card, scroll down on the page, and you'll see the option to print it.

