

Aetna Navigator™

Aetna Navigator is a free, personal, 24/7 on-line member self-service website you can use to perform common transactions involving your Aetna medical, prescription Drug, HCRA or DCRA plans. You also can use this site to find a Network Physician. Once you register, wherever you have access to the Internet, you can access claims, coverage and general health information, as well as decision-support tools.

How to Register

- Go to www.aetna.com, click on “Member Login,” and click “Register” on the Aetna Navigator home page.
- Enter information to verify that you are an Aetna member. Use your member number as it appears on your ID card. However, if you use Aetna only for the HCRA and/or DCRA, use your six-digit Employee number preceded by three zeros (e.g., 00012356).
- Select a user name.
- Select a password and security phrase that Aetna will use if you forget your password.

Registration assistance is available toll free at 800-225-3375 Monday through Friday, 7:00 a.m. – 9:00 p.m. ET. At other times, you may leave a voicemail message.

Aetna Navigator Features

- Registration and Login to your personal site at Aetna
- Self-Service Center – Search the Docfind® Provider Directory, order replacement ID cards, change your password, contact Aetna, view messages for you, set email preferences

- View Benefits Information – Who is covered, medical benefits summary, pharmacy benefits summary, claims status and history, flexible spending accounts, Explanation of Benefits
- View Your Personal Health Record (PHR)
- Products and Programs
- Health Information Links – Aetna IntelliHealth®, Access Healthwise Knowledgebase®, Hospital Comparison Tool
- Simple Steps To A Healthier Life® – Complete a Health Risk Assessment

For detailed descriptions of these features, please visit the Aetna Navigator website.

Please note that if you use Aetna only for the Health Care and/or Dependent Day Care Reimbursement Accounts and have another carrier for your medical benefits, you still can access Aetna Navigator. You will see all of your HCRA/DCRA claim activity, as well as have access to general health information and decision-support tools.

Note: To access the Dow plans under DocFind, select “Aetna Open Access Plans,” and then select “Aetna Choice POS II (Open Choice).”