On the www.aetnastudenthealth.com, select Aetna Member Website.

You may also find a similar link at the bottom of the www.aetnastudenthealth.com webpage or on the school-specific webpage.

The link will take you to the Registration or Login webpage.

1st time users must register

Please enter your member ID number as seen on your Aetna Member ID Card. Include the “W”
Once registered, you’ll be dropped on the Your Aetna Website (also known as Your Member Website). Select **Contact Us** from the top bar.

From the Contact webpage, select **Send Message**. You may use this option to communicate with Customer Service or to securely submit a claim.

There is a drop down menu of proposed reasons for contacting Customer Service.
To electronically submit claims to Aetna

1. Start by completing a Medical Claim Form
   - Medical Claim Form Instructions: (link to claim form: https://www.aetnastudenthealth.com/schools/aetnaClaim.pdf)
   - Section 1 to 27 needs to be completed
   - #28 only needs to be completed if the student wants the provider to be paid directly instead of being reimbursed
   - Section 29-45 must be completed if the student does not have an itemized receipt
   - Include itemized documents along with the claim form

2. Submit the claim: Once you select A Claim as the topic of the message, you will be asked to enter some basic information.
   - The only required details are:
     - What type of claim (medical or pharmacy);
     - Patient (yourself or a dependent);
     - Confirm your email address (this is where Aetna sends responds to you);
     - A quick message (something as simple as “I am sending claims that need to be processed.”)

Select Upload attachment(s). You may send up to 5 files for a total of 5 MB.

Hit Send