

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

→ ↻ 🏠 <https://www.aetnastudenthealth.com/>



Aetna Member Website | Contact Us

Welcome to Aetna Student Health



Helpful Links



Select your college or university

View your school

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

Aetna Secure Member Website >

Use this convenient tool to easily find Aetna participating network providers.

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

Your Member Website

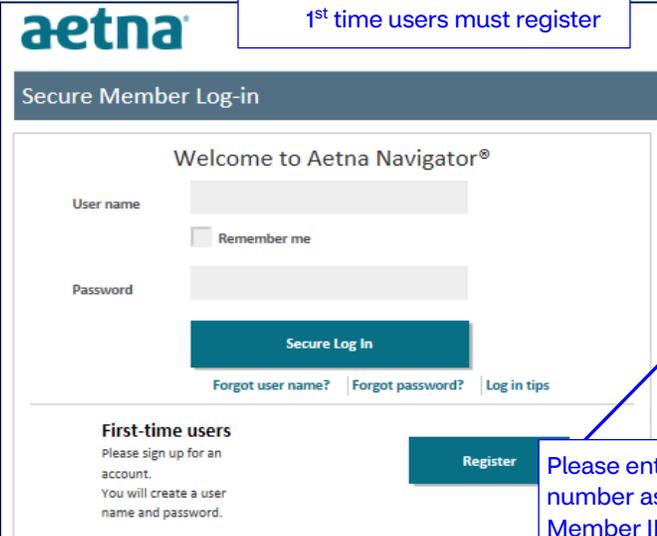
Home | SchoolName > Members > Your Member Website

You've got healthy handled

When you're an Aetna member, you get tools and resources to help you manage your health and your benefits. Plan information and cost-saving tools are in one place on your Aetna member website.

Register or login

Important tip: Just click the member ID button and enter your member ID or student ID. No SSN is needed. For ZIP code, simply use the one on file with our school



1st time users must register

Welcome to Aetna Navigator®

User name:

Remember me

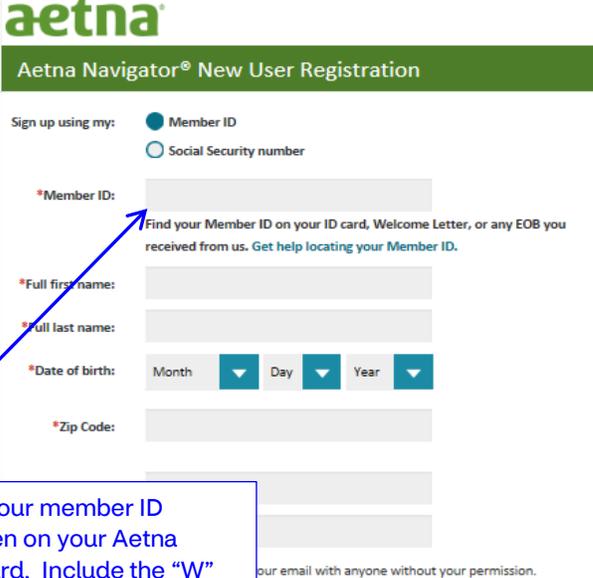
Password:

Secure Log In

[Forgot user name?](#) | [Forgot password?](#) | [Log in tips](#)

First-time users
Please sign up for an account. You will create a user name and password.

Register



aetna

Aetna Navigator® New User Registration

Sign up using my: Member ID Social Security number

*Member ID:

Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us. Get help locating your Member ID.

*Full first name:

*Full last name:

*Date of birth: Month Day Year

*Zip Code:

our email with anyone without your permission.

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 know as Your Member Website). Select **Contact Us** from the top bar.

The screenshot shows the top navigation bar of the Aetna website. It includes links for Messages, ID Card, Profile, **Contact Us** (highlighted with a red box), and Log Out. Below the navigation bar is the Aetna logo and a welcome message for a subscriber. A secondary navigation menu includes Home, Find Care, Manage Claims, See Coverage & Costs, Stay Healthy, and Manage Prescriptions. A banner for Coronavirus information is present, followed by a large image of two smiling women with the text "Live well". Below the image are five main service categories: Find Care, Manage Claims, See Coverage & Costs, Stay Healthy, and Manage Prescriptions, each with a list of sub-services.

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

This section shows the "Send Message" button highlighted with a red box. Below it are contact details for Medical and Pharmacy services. The Medical section includes a phone number (1-800-556-1555), a TTY number (711), and a mailing address in El Paso, TX. The Pharmacy section includes a phone number (1-888-792-3862), a TTY number (711), and a mailing address in Phoenix, AZ.

There is a drop down menu of proposed reasons for contacting Customer Service.

This section shows the "Send Message" form. It has a header with "Call or Write" and "Send Message" buttons. The main heading is "Send a secure message to our Member Services". There are two required fields: "*Required information" and "*Topic". The "*Topic" field has a dropdown menu open, showing options: "Select", "A claim", "A complaint or appeal", "A health condition", "My coverage and benefits", "Ordering specialty refill", and "Other".

Call or Write

Send Message

Live Chat

Send a secure message to our Member Services

*Required information

*Topic

A claim

*Please select the type of claim and enter the claim information:

Medical Pharmacy

*Patient:

SUBSCRIBER (You)

Provider:

This is not required

Date of Service:

MM/DD/YYYY



This is not required

Upload attachment(s)

Select

Add up to 5 files, total of 5 MB

We will reply to the email address below.

If you are submitting a complaint or appeal, we will respond via US Mail.

If this email address is incorrect or you no longer use it, please update it below.

* Email address:

youremailaddress@school.edu

*Your message (up to 9,599 characters)

[Total characters typed: 0 | Total characters remaining: 9,599]

Send

Cancel

Answers to common questions



How do I submit a claim?



How long do I have to submit a claim?



Why does my claim still show an amount I may owe? I already paid this bill.



Where do I find the status of a claim?



I can't find my claim on the list.



What is the typical time frame to process a claim?



Why can't I see all my family members on my account?

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/aetna/Claim.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**