

How To Submit a Claim to AETNA Using the AETNA Website

Please complete and upload form on the Aetna Member Secure Account
Medical Claim Form Instructions: (link to claim

form: <https://www.aetnastudenthealth.com/schools/aetnaClaim.pdf>)

- 1) Section 1 to 27 needs to be completed
- 2) #28 only needs to be completed if the student wants the provider to be paid directly instead of being reimbursed
- 3) Section 29- 45 must be completed if the student does not have an itemized receipt
- 4) Include itemized documents along with the claim form

Instructions for uploading form:

Once Logged into your account

<https://www.aetnastudenthealth.com/en/school/867929/members/your-member-website.html>

- 1) Click on "Messages" on the top of the page
- 2) Click "Send a Message"
- 3) Topic = A claim
- 4) Complete all fields
- 5) Upload forms (claim form and supporting documents)
- 6) Click Submit