



# Health Hub & aetna.com

The online member experience

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The screenshot shows the Aetna website interface. At the top left is the Aetna logo. To the right of the logo is a navigation menu with links for Home, Find health care, My Claims, Health & Wellness, My plan and me, and Questions. In the top right corner, there is a Logout link. Below the navigation menu is a purple banner with a plus sign and the text "Americas: Health and wellness news". The main content area features a personalized greeting "HI WINSTON" and a large heading "Welcome to health care built around you". Below this heading is a photograph of a man and a woman embracing. To the left of the photo are three interactive buttons: "I need to make or check a claim" with a red icon, "I'm looking for a healthcare provider" with an orange icon, and "I'd like to see my plan details or documents" with a yellow icon. To the right of the photo are three more interactive buttons: "I want to improve my health and wellness" with a blue heart icon, "I want to check or update my details" with a teal person icon, and "I have a question I need answering" with a green question mark icon. At the bottom of the page, there are four columns of links: "About Aetna Aetna.com", "Contact Us Careers", "Newsroom Disclaimer", and "Cookie Policy Legal/Modern Slavery". A copyright notice "Copyright © 2001-2017 Aetna Inc." is located at the very bottom.

# Registration

# Registration

**aetna**<sup>®</sup> Home | Retrieve a Quote | News | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | **Log In / Register**

## Log in to your online account

Your plan and your health in one place.

Email or username

Password

Forgot email or username?  
Forgot password?

Log in

Don't have an account?  
It only takes a minute to sign up for your online Account

Register

If you have already registered, you can simply click "Log in"

If you are a new member or have not yet registered, please click the "Register" button and follow the instructions.

# Registration (continued)

**aetna** Home | Retrieve a Quote | News | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us

Log In / Register

## Let's make staying healthy a little easier for you

It only takes a minute to sign up for your online account to get quick and easy access to:

- Tools and support to keep you healthy
- Search for medical providers in your area
- Make simple and hassle free claims

**Your name**  
As it appears on your Member ID card

First name 1

Last name 1

I only use one name

**Your date of birth**

DD MM YYYY 2

**Your plan type**

Aetna International Plan Member 3

Aetna WorldTraveler Plan Member

Member ID 4

I accept the terms & conditions

Get Started 6

To create an account you will need to share some personal information.

1. Enter you first and last name
2. Type in the day, month and year you were born
3. Select "Aetna International Plan Member"
4. Enter your Member ID
5. Read and Check "I accept the terms & conditions"
6. Click "Get Started"

# Create login – all members

**Let's get started**

Membership validated

### Create your login details

Avoid using your name, birthdates, membership ID or repeating characters.

**Your email address**

Email address

Confirm your email address

**Your username**

Create a username

Your username must contain the following:

- 8-40 characters
- at least 1 letter
- no special characters other than @

**Your password**

Create a password

You password must contain the following:

- 8-20 characters
- an uppercase letter
- a number
- a lowercase letter

Confirm your password

**Your security question**

Select a security question

Answer to security question

Continue

1. Please fill in your personal email, then repeat to confirm
2. Create a unique username
3. Create a password for account
4. Repeat that password to confirm account password
5. Select security question from the dropdown with a memorable answer unique to you
6. Click "Continue"

# Confirm preferences

**Let's get started**

**Your information and preferences**

Add a second line of copy here

**Your preferences**

Destination country  **1**

Destination city (optional)

Language  **2**

**Country of citizenship**

Select country  **3**

**4**

1. Select your country from the dropdown
2. Select preferred language from the dropdown
3. Select country of citizenship from dropdown
4. Click "Register"

## Need help?

If you're having trouble logging in, don't worry, you can always contact the Aetna International support team using the number listed on your ID card, or find answers on our dedicated help pages.

## Trouble logging in or registering?

[Help with registration](#)

## Contact our support team

[Find your local contact number](#)

**Log in page**

# Login

**aetna** Home | Retrieve a Quote | News | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | **Log In / Register**

# Login

## Log in to your online account

Your plan and your health in one place.

Email or username

Password

[Forgot email or username?](#)  
[Forgot password?](#)

Log in

Don't have an account?  
It only takes a minute to sign up for your online Account.

Register

If you are an existing member, enter your username or email and password details in the boxes provided.

**Forgot password**

# Forgot Password-Step 1

**aetna**<sup>®</sup> Home | Retrieve a Quote | News | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | Log In / Register

# Login

## Let's reset your password

Please confirm your membership username or the email address that you use to log in with and your date of birth.

Email or username

Confirm your date of birth

DD MM YYYY

Continue

[Forgot email or username?](#)

[Back to log in](#)

If you are an existing member and have forgotten your password simply; enter the username you created when you registered, or email address on your account. Followed by your date of birth then hit "Continue".

# Forgot Password – Step 2

**Answer your security question to create a new password**

What was the name of your first pet?  
Your answer  
Scooby doo

Your password  
Create a password  
\*\*\*\*\*

You password must contain the following:

- 8-20 characters
- a number
- an uppercase letter
- a lowercase letter

Confirm your password  
\*\*\*\*\*

Log in

The next step is answering the security question with the correct answer you created during registration. After create a new password, then click "Log in".

**Forgot username**

# Forgotten Username – US Expat

**aetna** Home | Retrieve a Quote | News | Search

Individuals & Families | Employers | Governments | Brokers | Providers | About Us | Log In / Register

# Log in

**Let's retrieve your email or username**

We just need to verify your membership details to find the right username or email for you.

**Your name**  
As it appears on your Member ID card

First name

Last name

I only use one name

**Your date of birth**

D D M M Y Y Y Y

**Your plan type**

Aetna International Plan Member

Aetna WorldTraveler Plan Member

Member ID

Retrieve

[Back to log in](#)

To retrieve your username we will need some personal information to confirm your identity

1. Type in your first and last name
2. Type in your day, month and year of birth
3. Select "Aetna International Plan Member" as your plan type
4. Enter Member ID
5. Click "Retrieve"

# Username Retrieved

The screenshot shows the Aetna website's login interface. At the top left is the Aetna logo. To the right are navigation links: Home, Retrieve a Quote, News, Contact Us, and a search bar. Below these are dropdown menus for Individuals & Families, Employers, Governments, Brokers, Providers, and About Us. A blue 'Log In' button is in the top right. The main banner features a child with snow on their face and the text 'Log in'. A teal notification bar at the top of the login form reads 'Email or username retrieved'. The login form includes a title 'Login to your online account', a subtitle 'Your plan and your health in one place.', and two input fields: 'Email or username' (containing 'hany.nacer@gmail.com') and 'Password'. Below the fields are links for 'Forgot email or username?' and 'Forgot password?'. A 'Log in' button is at the bottom. Two purple arrows point to the email and password fields, and another purple arrow points to the 'Log in' button.

©2018 Aetna Inc.

Once your email or username is retrieved, simply type in your password to log into Health Hub

# Inside Health Hub

# Home page

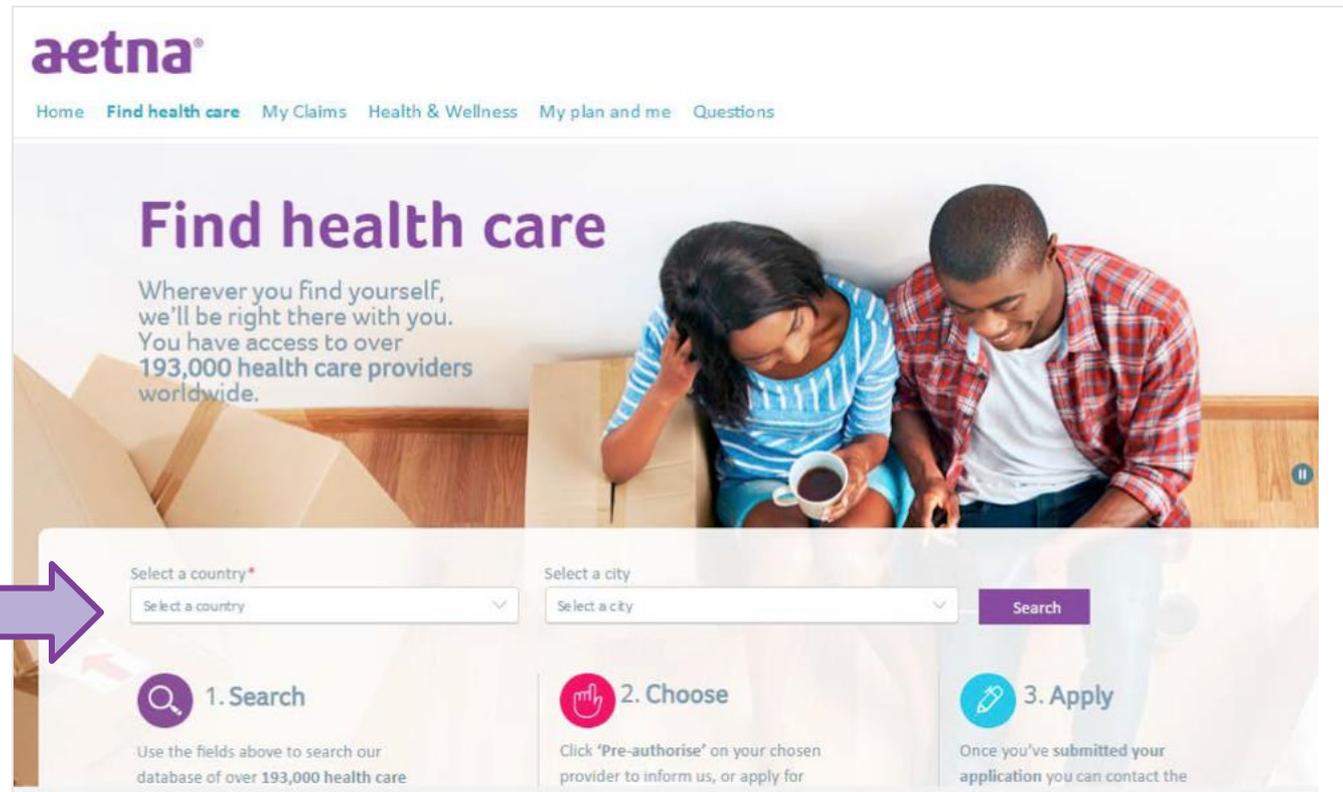
Main navigation located at the top of the page.

Regionalized content banners display content and information based on member's region.

Task-driven navigation centered around a regionalized image.

The screenshot shows the Aetna home page layout. At the top left is the Aetna logo. To its right is a main navigation menu with links: Home, Find health care, My Claims, Health & Wellness, My plan and me, and Questions. In the top right corner is a 'Logout' link. Below the navigation is a purple banner with a plus sign and the text 'Americas: Health and wellness news'. The main content area features a personalized greeting 'HI WINSTON' and a large heading 'Welcome to health care built around you'. A central image shows a man in a green jacket and hat embracing a woman in a red and black plaid shirt. To the left of the image are three task-driven navigation options, each with an icon: 'I need to make or check a claim' (red icon with a checkmark), 'I'm looking for a healthcare provider' (orange icon with a magnifying glass), and 'I'd like to see my plan details or documents' (yellow icon with a document). To the right of the image are three more options: 'I want to improve my health and wellness' (blue icon with a heart), 'I want to check or update my details' (teal icon with a person), and 'I have a question I need answering' (green icon with a question mark). At the bottom, there are links for 'About Aetna', 'Contact Us', 'Newsroom', 'Cookie Policy', 'Aetna.com', 'Careers', 'Disclaimer', and 'Legal/Modern Slavery'. A copyright notice 'Copyright © 2001-2017 Aetna Inc.' is at the very bottom.

# Find health care – Care outside the U.S.



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Home **Find health care** My Claims Health & Wellness My plan and me Questions

## Find health care

Wherever you find yourself, we'll be right there with you. You have access to over **193,000** health care providers worldwide.

Select a country\*  
Select a country

Select a city  
Select a city

Search

**1. Search**  
Use the fields above to search our database of over **193,000** health care

**2. Choose**  
Click 'Pre-authorise' on your chosen provider to inform us, or apply for

**3. Apply**  
Once you've submitted your application you can contact the

Search our international doctor and direct settlement directory to find providers from Australia to Zimbabwe.

Helpful tips and overview simplifies the process.

# Find health care – Care within the U.S.

Home Find health care My Claims Health & Wellness My plan and me Questions

## Find health care

Wherever you find yourself, we'll be right there with you. You have access to over 193,000 health care providers worldwide.

Select a country\* United States of America Select a city Search

Please proceed to **DocFind**. After selecting the provider type and location choose "Open Choice PPO" from the Select a Plan menu.

- 1. Search**  
Use the fields above to search our database of over 193,000 health care
- 2. Choose**  
Click 'Pre-authorise' on your chosen provider to inform us, or apply for
- 3. Apply**  
Once you've submitted your application you can contact the

Messages Forms ID Card Profile Contact Us Log Out

**aetna** Welcome SUBSCRIBER

Home Find Care Manage Claims See Coverage & Costs Stay Healthy Manage Prescriptions

**Find Care**

Find a Provider Find Urgent Care My Providers & Visits

Location Your location Edit Member SUBSCRIBER (You) Current Plan En español

**Find what you need by name**

Q Eg: John Wright, Primary Care Physician, Dermatologist, Periodontist

OR

**Find what you need by category**

Medical Doctors Hospitals & Behavioral Alternative feedback

If you are located in the U.S. and choose "United States of America" in the country field, upon searching you will be forwarded to **aetna.com** to find U.S. provider.

# Find health care – Print/save your own directory

Home Find health care My Claims Health & Wellness My plan and me Questions

Showing 1 - 9 of 9 Providers First | Previous 1 Next | Last

**Print results**

Note : Print Results will display all the provider details of country/city chosen.

How it works

- 1. Search**  
Use the fields above to search our database of over 193,000 health care providers
- 2. Choose**  
Click 'Pre-authorise' on your chosen
- 3. Apply**  
Once you've submitted your

1 / 1 ↻ ⬇

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**aetna**

## Provider Results

Wherever you find yourself, we'll be right there with you

Country : AUSTRALIA City : Any

Provider	Address	Details	Contact
CB Prov0	1 Main St Boston AUSTRALIA	Type : Nursing Home In patient Direct Settlement: No Out patient Direct Settlement: No	555-555-5000

Click "Print results" to create a PDF of the full results.

The results can be printed or downloaded/saved to your computer or device.

# Find health care

Home Find health care My Claims Health & Wellness My plan and me Questions

All our contracted providers accept direct settlement. You do not have to use a direct settlement provider. However, selecting a participating provider can help reduce your out-of-pocket expenses. To submit a direct settlement request for a provider that isn't listed, please [click here](#)

Note: By clicking the + sign you will see further details if applicable  
Fields marked with an asterisk (\*) are required.

Select a country\*  Select a city   + [Show advanced filter options](#)

### Your results

Provider	Address	Details	Contact
+ FAWWAZ, Mustafa	Unit 504-505, 5/F, Tower 1, Admiralty Centre, 18 Harcourt Road Admiralty Hong Kong	Type: Physician Speciality: Family Practice Language: English In patient Direct Settlement: No Out patient Direct Settlement: No	57845795

+ TAMILSK REHABILITERINGS ORGANISASJON	Room 1408, Melbourne Plaza 33 Queens' Road Central	Type: Clinic 24 Hrs Language: English	10
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AUSTRALIA   [Hide advanced filter options](#)

### Advanced filter options

Search by provider name   
Filter by speciality   
Filter by facility type   
Filter by tier

Results displayed with the option to expand and view more details.

Request direct settlement directly from result.

You can show or hide advanced filtering options. They include provider name, specialty, facility or tier.

# My claims

**My Claims**  
We'll help you spend less time managing your claims, and more time living your life.

[New claim](#)

Go to Aetna Navigator to search claims, view the status of your claims, and view your related Explanation of Benefits (EOB) [Go to aetna.com](#)

You can view the status of your claims and your Explanation of Benefits by visiting **aetna.com**.

Filter your claims by member name, provider name, etc.

Member	Reference	Claim type	Date	Attachment count
+ WINSTON STANFORD	UAG0007813	Medical	04-10-2017	1

Forms ID Card Profile Contact Us Log Out  
aetna® Welcome SUBSCRIBER  
See Coverage & Costs Stay Healthy Manage Prescriptions  
Message for our Members

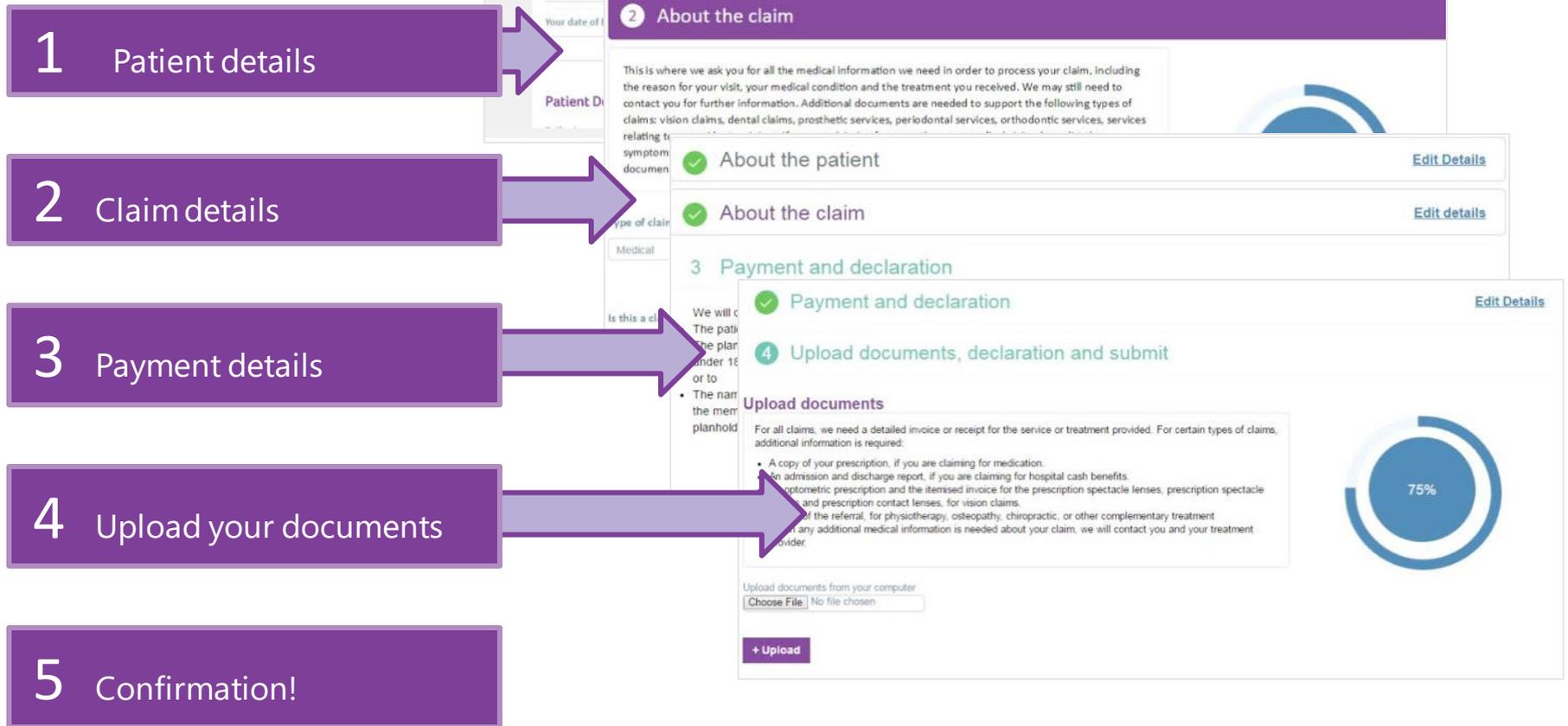
**Live well**

- Find Care >
  - Urgent Care
  - Doctor & Hospital
  - Dentist
  - Other Care Providers
  - Pharmacy
  - My Providers & Visits
  - Choose/Change my primary care doctor
- Man... >
- See Coverage & Costs >
  - Benefits
  - Estimate Costs
  - Defensible
  - Out of Pocket Limit
  - Pharmacy Coverage
- Stay Healthy >
  - Health Programs
  - Discounts
- Manage Prescriptions >
  - Order Rx
  - Refill Rx
  - Specialty Rx
  - Pharmacy Coverage
  - Estimate Drug Cost

Feedback

# My claims

The claims submission process is simpler and consolidated into one experience:



# Health and wellness

## Health and Wellness

A wealth of tools and resources designed to make health and wellness a breeze



### Health library

Browse health and wellness topics on everything from fitness to nutrition. Stay up to date with the latest tips on how to stay well or manage a condition.

Explore the library

Easier access to health and wellness information... like our health library.

Take your personalized health assessment.

Take your assessment today



### Contact the CARE team

At the heart of our service is the CARE team - your point of contact for accessing a higher standard of CARE anytime, anywhere. We offer a global service for pre-trip planning, world coordination of care, finding specialist providers and coordination of evacuations and emergency assistance.

Need to find a provider?

Question about your plan or a claim?

Contact the CARE team

Contact our CARE team for any number of queries including pre-trip planning and world coordination of care.

# My plan and me

Members have in-depth information about their plan and member details.

The screenshot shows the Aetna website's 'My plan and me' section. At the top is the Aetna logo and a navigation menu with links for Home, Find health care, My Claims, Health & Wellness, My plan and me, and Questions. Below the navigation is the main heading 'My plan and me'. There are four main content cards, each with an icon and a title: 'Member details' (info icon), 'Online enrollment' (refresh icon), 'View documents' (document icon), and 'Repeat repayment details' (document with checkmark icon). Each card has a brief description of the service. Below these cards is a numbered process flow with four purple boxes containing the numbers 1, 2, 3, and 4. Above each number box is a purple arrow pointing up to the corresponding content card. The text in the boxes is: 1 Manage consent, 2 Member details, 3 View documents, and 4 Repeat repayment details.

**aetna**<sup>®</sup>

Home Find health care My Claims Health & Wellness **My plan and me** Questions

## My plan and me

**Member details**  
Check member details and amend your personal details

**Online enrollment**  
Manage coverage options for family members, view benefits summaries, and more.

**View documents**  
View Member Handbooks, the legal details and other plan documents

**Repeat repayment details**  
Also known as Recurring Reimbursement Election or RRE. Set up your preferred method of repayment for regular, eligible treatment or service claims

- 1**  
Manage consent
- 2**  
Member details
- 3**  
View documents
- 4**  
Repeat repayment details

# My plan and me

## Manage consent

My plan and me > Manage consent

### Broker consent

Your broker can submit claims and act on your behalf. Complete the broker consent form below to activate this feature. Once activated, you'll be able to check back and monitor their activity. You don't have any broker listed out in your policy.

Manage broker consent



*You have chosen to provide an entire brokerage with the ability to administer your healthcare benefits. This means that any individual broker or intermediary within that brokerage company will be able to access your policy information, review your claims status, or submit claims on your behalf. If this is not correct, please check the box next to the brokerage name and select "Remove delegation". You will then be able to see for the brokerage name list and select the brokerage. To edit use Edit delegation*

Brokerage name: AbiOHBrokerage

Brokerage email address: DadhichA@aetna.com

Consent type:  Claims  Policy

Consent expiry date(DD/MM/YYYY):

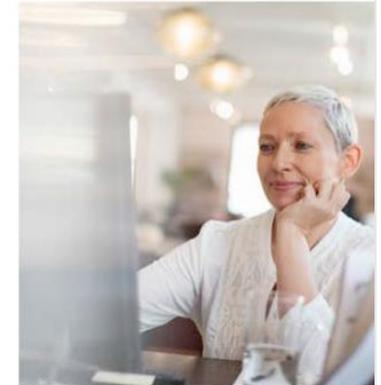
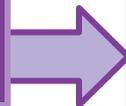
30 07 2018

The last day of your consent to your servicing broker is 180 days after your policy expiry date.

Edit

Remove delegation

Manage consent allows members to provide consent for their broker to view theirs or – if applicable – their dependent's policy information and/or claim details.



Just another way to make your life a little easier

# My plan and me

[My plan and me](#) > Member details

---

**Your details** [EDIT](#) 

**Name:** GBP memb2 Test  
**Date of birth(DD/MM/YYYY):** 14/02/1987  
**Phone number:** 91-890641234478904  
**Email address:** patnikotab@aetna.com.com  
**Country of citizenship/nationality:** AZERBAIJAN  
**Member ID:** 7185670  
**Member emails:** No

**Dependants**

Name	Date Of Birth(DD/MM/YYYY)	Member ID
GBP Dep 2Test	14/02/2003	7185671



**Your details** [EDIT](#) 

**Name:** GBP memb2 Test  
**Date of birth(DD/MM/YYYY):** 14/02/1987  
**Phone number:** 91-890641234478904  
**Email address:** patnikotab@aetna.com.com  
**Country of citizenship/nationality:** AZERBAIJAN  
**Member ID:** 7185670  
**Member emails:** No

**Dependants**

Name	Date Of Birth(DD/MM/YYYY)	Member ID
GBP Dep 2Test	14/02/2003	7185671

View or edit your member details. Sign up to receive member-related emails and view your listed dependents, if applicable.



# My plan and me

“View ID cards” will take you to **aetna.com** where you can view and print your ID cards.

In your plan documents section, you can find member kit materials and other relevant plan information.

The screenshot displays the Aetna 'My Plan and Me' interface. At the top, there is a purple header with the text 'ID Card'. Below this, a section titled 'Select member, card type, and click view ID card' contains a dropdown menu for 'Member name' (set to 'SUBSCRIBER (You)'), radio buttons for 'Card type' (Medical selected, Dental unselected), and a 'View ID Card' button. To the right of this section, there are three informational paragraphs: one about ensuring the doctor is in-network, one about needing a separate card for all products, and one about what to do if information is wrong. Below the selection section, a 'View ID Card: SUBSCRIBER' section shows a 'Print/Download ID Card' button and a message: 'Your last ID card was mailed on 1/1/2017'. The main content area displays a sample Aetna ID card with the following details: ID W1234 56789, NAME 01 SUBSCRIBER, HEALTH PLAN (80840) 9140860054, GRP: 123456-010-00002, PCP: ABC FAMILY PRACTICE, and a list of dependents (02, 04, 05) with their respective PCPs. Below the ID card, there is a 'Your plan documents' section with six document icons labeled 'DOC' and their corresponding titles: 'Member Kit Core Brochure - English', 'Member Kit Core Brochure - Spanish', 'Member Kit Core Brochure - Japanese', 'Member Kit Core Brochure - French', 'Member Kit Core Brochure - Portuguese', and 'Pre-trip Planning Brochure'. A purple box on the left with an arrow points to the 'View ID cards' button, and another purple box with an arrow points to the document icons.

# Questions

**aetna**<sup>®</sup>

Home Find health care My Claims Health & Wellness My plan and me **Questions**

## Questions

- Insurance terminology**  
Not sure what certain words mean? Find straightforward definitions here.
- My coverage and benefits**  
Have a question about what certain benefits cover you for? Find answers here.
- The claims process**  
Straight forward steps on how to use the claims process and what happens when.
- Paying for healthcare**  
Unsure how to pay for treatment? We will walk you through each option.
- Pre-trip planning**  
All the tips and resources you need to help you get ready for once you're abroad.

Looking for something else?  
**We're here to help you find it.**

Telephone: +33 (0) 1 57 32 45 86  
Fax: +1 860 754 9127  
Email: [MAEC@aetna.com](mailto:MAEC@aetna.com)

Get answers to our most frequently asked questions here.

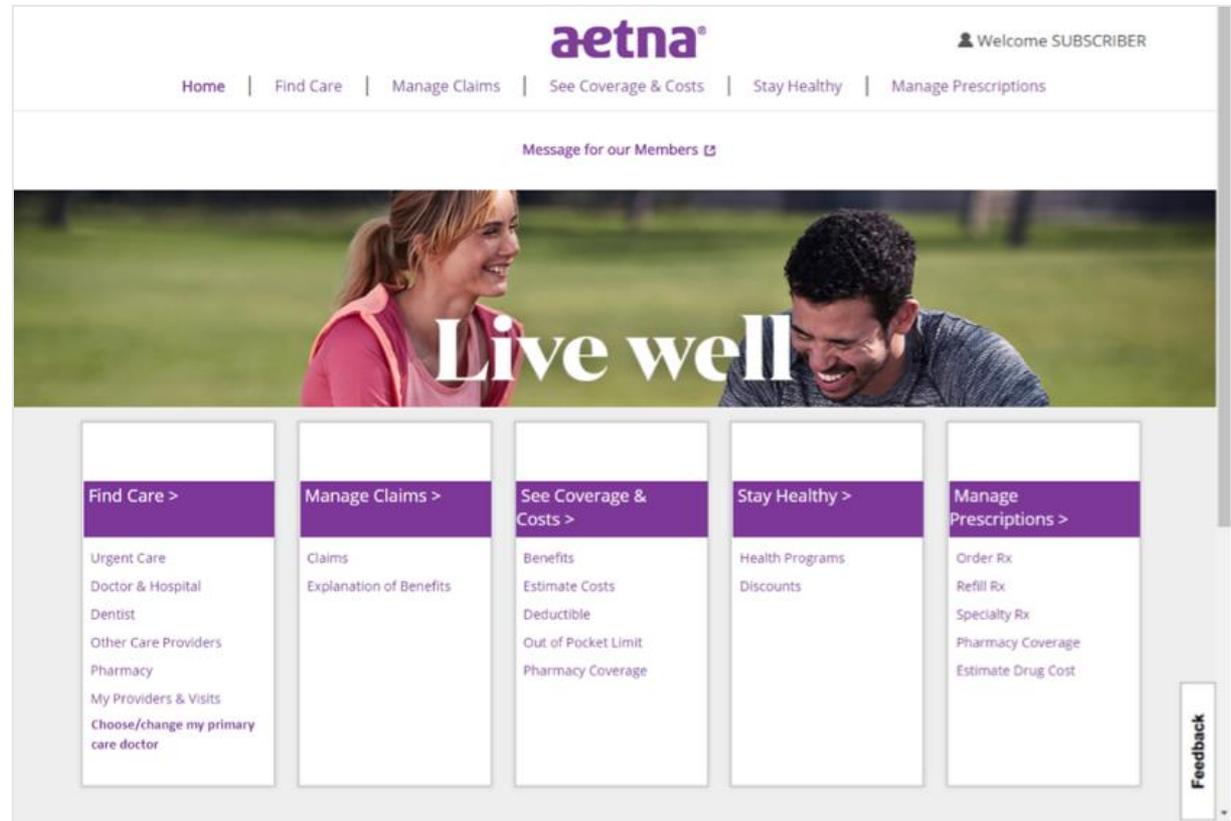
If you can't find what you need, we're available 24/7/365.

Use the contact information to call us or send us a message via a web form.

[Send us a message](#)

Within the new Aetna International Health Hub, you will be directed to **aetna.com** for certain tasks and features.

These include printing temporary Member ID cards, viewing a claim status and locating providers inside the United States.



Go to **aetnaInternational.com** to locate providers and facilities OUTSIDE the United States.

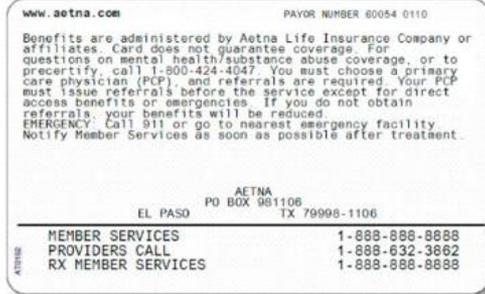
# aetna.com– ID cards

View or print your Member ID card

View ID Card: SUBSCRIBER

[Print this ID Card](#)

Your last ID card was mailed on 6/1/2011



**aetna**®

Welcome SUB

[Home](#) | [Find Care](#) | [Manage Claims](#) | [See Coverage & Costs](#) | [Stay Healthy](#) | [Manage Prescriptions](#)

## ID Card

Select member, card type, and click view ID card

Member name

SUBSCRIBER (You) ▼

Card type

Medical  Dental

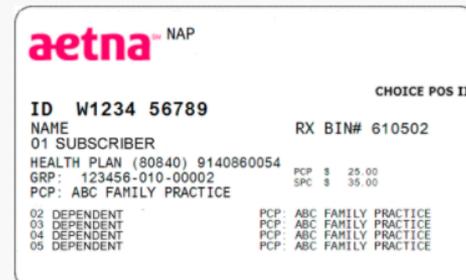
[View ID Card](#)

To make the most of your health plan, be sure your doctor is in the network.

View ID Card: SUBSCRIBER

[Print/Download ID Card](#)

Your last ID card was mailed on 1/1/2017



To make the most of your health plan, be sure your doctor is in network.  
[Check in Provider Search](#)

**More about your ID card**  
You don't need a separate card for all products. For example, your card may include your pharmacy (Rx) info.

If you've lost your ID card and need to show it for care, bring it up on a device such as your cellphone. You can also show your doctor a printed copy.

**What if the information on your card is wrong?**  
If there is incorrect member name or plan information on your member ID card, and you signed up for insurance through your workplace, contact your employer's HR/benefits department and they can give us the change.

If you didn't sign up through work, just call the member services number on your card.

# aetna.com– U.S. Provider search

## Search for doctors inside the U.S. based on:

- Name
- Specialty
- Language
- Gender
- Hospital affiliation
- Individual/Group PIN

The screenshot displays the Aetna Find Care interface. At the top, there is a navigation bar with links for Messages, Forms, ID Card, Profile, Contact Us, and Log Out. The Aetna logo is prominently displayed in the center, with a user greeting 'Welcome SUBSCRIBER' on the right. Below the logo, a horizontal menu includes Home, Find Care, Manage Claims, See Coverage & Costs, Stay Healthy, and Manage Prescriptions. The main section is titled 'Find Care' and features three tabs: 'Find a Provider' (which is active), 'Find Urgent Care', and 'My Providers & Visits'. Under the 'Find a Provider' tab, there are three filter sections: 'Location' with a text input 'Your location' and an 'Edit' link; 'Member' with a dropdown menu showing 'SUBSCRIBER (You)'; and 'Current Plan' with a radio button. Below these filters, the text 'Find what you need by name' is followed by a search bar with a magnifying glass icon and a search prompt 'Eg: John Wright, Primary Care Physician, Dermatologist, Periodontist'. An 'OR' separator is shown below the search bar. The bottom section is titled 'Find what you need by category' and features five category buttons: 'Medical Doctors', 'Hospitals &', 'Behavioral', and 'Alternative'. A vertical 'Feedback' button is located on the right side of the page.

# aetna.com– U.S. Provider search

## Search for doctors inside the U.S. based on:

- Name
- Specialty
- Language
- Gender
- Hospital affiliation
- Individual/Group PIN

The screenshot displays the Aetna Find Care website interface. At the top, there's a purple header with the 'Find Care' logo. Below it, navigation tabs include 'Find a Provider', 'Find Urgent Care', and 'My Providers & Visits'. The current page is 'Find a Provider' with a breadcrumb trail 'Provider Search Results'. A search bar contains 'Start New Search'. The search results are for 'Cardiologist near Hartford, Connecticut'. There are options for 'In Network', 'List View', and 'Map View', along with 'Filter & Sort' and 'Print' buttons. A letter navigation bar is visible below the search options. The results are presented in a table with columns: 'Provider/Facility Information', 'Distance', 'Plan Information', 'Ratings', and 'Out of Pocket (Office Visit)'. Two results are shown for 'Aexcel' at 0.70 miles. The first result is for Jeffrey Kluger, MD, with a 4-star rating and 'Maximum Savings' highlighted. The second result is for Jason Aaron Gluck, MD, with a 0-star rating and 'Additional information is needed' noted.

Provider/Facility Information	Distance	Plan Information	Ratings	Out of Pocket (Office Visit)
<p><b>Maximum Savings</b></p> <p><b>Kluger, Jeffrey, MD »</b></p> <p>In Network at this location as of 01/01/2019</p> <p>80 Seymour Street Hartford, CT 06102</p> <p>(860) 972-2791</p> <p>Specialties: Cardiovascular Disease</p> <p><input type="checkbox"/> Add to compare</p> <p><a href="#">Report Incorrect Information »</a></p>	0.70 miles	<p>★ <b>Aexcel</b></p> <p><b>Maximum Savings - This provider provides maximum savings for you</b></p> <p>Affiliated with an Aetna Cardiac IOQ - Cardiac Rhythm</p>	★★★★☆ 4 rating(s) »	Estimate Not Available
<p><b>Maximum Savings</b></p> <p><b>Gluck, Jason Aaron, MD »</b></p> <p>In Network at this location as of 01/01/2019</p> <p>85 Seymour Street Suite 320</p>	0.70 miles	<p>★ <b>Aexcel</b></p> <p><b>Maximum Savings - This provider provides maximum savings for you</b></p>	☆☆☆☆☆ 0 rating(s) »	Additional information is needed, use link below to compare and estimate your costs  Compare and estimate your costs

# aetna.com– Claims

Once a member has submitted a claim on the Health Hub, he or she will be able to view and track the status on [aetna.com](http://aetna.com).

Messages Forms ID Card Profile Contact Us Log Out

**aetna**<sup>®</sup> Welcome SUBSCRIBER

Home | Find Care | **Manage Claims** | See Coverage & Costs | Stay Healthy | Manage Prescriptions

Manage Claims

**Manage Claims**

Claims Explanation of Benefits

To view other claims, change the selections below and click "Apply".

Member: SUBSCRIBER (You) Claim Type: Medical Dates: Last 90 days **Apply**

**+** Submit a claim  
Download, complete, and mail us the claim

**↓** Download claim(s) **🖨** Print claim(s)

Date	Member	Provider	Bill Amount	Plan Paid	Your Responsibility
10/27/18	SUBSCRIBER (You)	PARKWAYHEALTH SHANGHAI CENTRE MEDICAL	\$302.53	\$50.56	\$222.73 <a href="#">View claim details »</a>

Medical Balance »  
Information about Subscriber

In-network  
**Deductible**  
You paid \$ 200.00 of \$ 200.00  
Remaining \$ 0.00  
**Claims applied »**

In-network out-of-pocket limit  
**Coinsurance**  
You paid \$ 12.64 of \$ 1,000.00  
Remaining \$ 987.36

<https://member.aetna.com/secure/member/?v32#/contentPage?page=claimListing>

**Thank you**