# Aetna Member Website - Work Instruction/Job Aid Index

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[Aetna Member Website Work Instructions and Job Aids](#_Toc161991605)

[Aetna Member Website Work Instructions and Job Aids – Medicare Only](#_Toc161991606)

**Description:** This document provides an Index to work instructions and job aids to assist Aetna members who are using the secure Aetna Member website.

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| Important Information |

As of 07/06/17, the updated Aetna Member Website design is now utilized by all Aetna Commercial and Medicare members. If there is not a specific Medicare document, please utilize the commercial documents listed below. If you are experiencing discrepancies, please provide feedback with examples and member information.

To address member questions when using the Aetna Member website, you should refer to the [Aetna Member Website Work Instructions and Job Aids](#_Aetna_Member_Website) listed below.

If you are unable to address the member questions using the work instructions and job aids available, please follow the escalation process outlined in the appropriate work instruction:

* [Aetna - Escalating Aetna Member Website and Pharmacy Portal Concerns](file:///C:\Users\c506325\Downloads\CMS-PRD1-069285)

**Note****:** Some plans may not have access to certain features.

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| Aetna Member Website Work Instructions and Job Aids |

Refer to the following table:

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| **Document Title and Link** | **Description** |
| [Aetna Member Website – Aetna Mobile Applications (Web and App)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=2712b8b0-2725-437c-989d-f72c00b6ff13) | The purpose of this document is to provide basic information about the Aetna Mobile applications. |
| [Aetna Member Website - Check Drug Cost](file:///C:\Users\c506325\Downloads\CMS-PRD1-114428) | This document provides information on how members can obtain an estimated cost for one of their prescriptions. |
| [Aetna Member Website – Checking Prior Authorization Status Online](file:///C:\Users\c506325\Downloads\TSRC-PROD-060777) | Process to check Prior Authorization status online. |
| [Aetna Member Website - Contact Us](file:///C:\Users\c506325\Downloads\TSRC-PROD-004001) | This document provides information on how the member can contact Aetna with a general pharmacy question. |
| [Aetna Member Website - Find a Pharmacy](file:///C:\Users\c506325\Downloads\TSRC-PROD-003997) | This document walks through the screens and steps members will follow when using the “Find a Pharmacy” component on the Aetna Member Website. The member can search for a Retail, Specialty, or Mail Order Pharmacy and a Flu Shot / Vaccine Provider. |
| [Aetna Member Website - Forms for Print](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=6758a251-6b25-4d7d-9981-fd85d6d2657a) | Information on how to assist a member with locating and/or printing forms on the secure member website. **Note:** Some forms may be plan specific and may not be available to all members. |
| [Aetna Member Website - Granting/Terminating Family Access](file:///C:\Users\c506325\Downloads\CMS-PRD1-114430) | This document provides information on how members can grant Family Access to other members of their family under the same plan online. |
| [Aetna Member Website - How to Get a Member ID Card Online](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=066da184-5db8-42d1-9712-295ab10388a1) | This document provides the steps on how to view/print an ID card from the website. |
| [Aetna Member Website - How to Request a Coverage Exception](file:///C:\Users\c506325\Downloads\CMS-PRD1-114432) | This document provides information on how members can request a coverage exception online. |
| [Aetna Member Website - Identifying Medication Details](file:///C:\Users\c506325\Downloads\CMS-PRD1-114433) | This document provides information on how members can identify medication details. |
| [Aetna Member Website – Locating Accumulators](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=b62e256e-c98b-4d6e-944f-cd0f06bc444a) | Information on how to locate accumulators (such as deductibles, co-insurance limit) on the secure member website. |
| [Aetna Member Website - Manage Auto Refill Enrollments/Aetna Rx AutoFill](file:///C:\Users\c506325\Downloads\CMS-PRD1-118396) | This document provides information for the Aetna Rx AutoFill program (Automatic Refill and Renewal). Aetna Rx AutoFill is a client specific service designed to save members time and to help members adhere to medication therapies by automating the refill/renewal processes. |
| [Aetna Member Website - Manage Methods of Payment / Payment Options](file:///C:\Users\c506325\Downloads\CMS-PRD1-114441) | This document provides information on how members can manage methods of payment and view payment options online. |
| [Aetna Member Website - Message Center](file:///C:\Users\c506325\Downloads\TSRC-PROD-003976) | This document provides information on how a member can view messages through the Aetna Member Website Message Center online. |
| [Aetna Member Website - Plan Summary](file:///C:\Users\c506325\Downloads\CMS-PRD1-114436) | This document provides information on how members can view their Plan Summary online. |
| [Aetna Member Website - Refill Mail, Retail, or Transfer to Retail Prescriptions](file:///C:\Users\c506325\Downloads\CMS-PRD1-114442) | This document provides information for members on how to order refills online. |
| [Aetna Member Website - Register and Login to the Aetna Secure Member Website](file:///C:\Users\c506325\Downloads\CMS-PRD1-071873) | Steps to assist our members with registering and logging into the Aetna secure member website and downloading the Mobile App. |
| [Aetna Member Website- See a List of Covered Drugs](file:///C:\Users\c506325\Downloads\TSRC-PROD-004000) | This document provides information for Commercial members on how to use the “See a list of covered drugs for their plan” function available online. |
| [Aetna Member Website - Set My Notifications](file:///C:\Users\c506325\Downloads\CMS-PRD1-114439) | This document provides instructions on how members can set up notifications online. |
| [Aetna Member Website - Start a New Prescription](file:///C:\Users\c506325\Downloads\TSRC-PROD-003993) | This document provides information for members on how to start a new prescription order online. |
| [Aetna Member Website - View Account Balance and Make a Payment](file:///C:\Users\c506325\Downloads\CMS-PRD1-114426) | This document provides information on how members can View Account Balance and Make a Payment online. |
| [Aetna Member Website – View/Edit My Shipping Information](file:///C:\Users\c506325\Downloads\CMS-PRD1-114435) | This document provides information on how a member can update their shipping address. |
| [Aetna Member Website - View Order Status](file:///C:\Users\c506325\Downloads\CMS-PRD1-114438) | This document provides information on how to assist a member with viewing the status of their prescription orders online. |
| [Aetna Member Website - Viewing Claims History](file:///C:\Users\c506325\Downloads\CMS-PRD1-114437) | This document provides information on how to assist members with viewing and printing their prescription Claims History (Prescription History Report) online. |
| [Aetna Member Website - 2 Way Text Messaging](file:///C:\Users\c506325\Downloads\CMS-PRD1-117238) | Members are able to respond to text messages from the Pharmacy Portal (which appears in a frame view within Aetna Member Website) regarding refills, expiring prescriptions, and no refill remaining. |
| [Aetna Member Website - HIPAA Regulations](file:///C:\Users\c506325\Downloads\CMS-PRD1-106140) | This document provides instructions on how to take reasonable steps to verify a person’s identity before disclosing PHI. The process sections below outline guidance from the Privacy Office. |
| [Aetna Member Website - Troubleshooting Guide](file:///C:\Users\c506325\Downloads\CMS-PRD1-106200) | This document contains a list of common problems experienced by members when using the Pharmacy Portal (which appears in a frame view within Aetna Member Website) and includes the instructions to assist the member with resolving these issues. |
| [Aetna Member Website - Verifying Member Registration](file:///C:\Users\c506325\Downloads\CMS-PRD1-106203) | This document provides the steps to verify if a member is registered on the secure member website. |

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| Aetna Member Website Work Instructions and Job Aids – Medicare Only |

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| **Document Title and Link** | **Description** |
| [Aetna Member Website- See a List of Covered Drugs (Medicare Only)](file:///C:\Users\c506325\Downloads\TSRC-PROD-003998) | This document provides information for Medicare members on how to use the “See a list of covered drugs for their plan” function available online. |
| [Aetna Member Website - View Explanation of Benefits (Medicare Only)](file:///C:\Users\c506325\Downloads\CMS-PRD1-095124) | This document provides steps for Aetna Medicare Internet Response Team (IRT) to view the Explanation of Benefits on the Aetna website. |
| [Aetna Member Website - Navigating to M3P through Aetna Health (Not Using Caremark.Com)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=582876be-a03c-4286-b93b-b553e7ea62e7) | This document provides the process for navigating to Medicare Prescription Payment Plan through Aetna Health website and not through Caremark.com. |

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| Aetna Member Website Work Instructions and Job Aids – Mobile Navigation |

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| **Document Title and Link** | **Description** |
| [Aetna Member Website – Navigating & Utilizing Aetna Mobile Applications](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fe4146d3-6739-49c7-807e-73a79dded5d6) | The purpose of this document is to provide basic information about the Aetna Mobile applications. |
| [Aetna Member Website – Navigating & Utilizing Aetna Mobile Applications – Mobile Prescriptions](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=81cb488c-ed38-4f19-834b-41b0ef02ef4f) | The purpose of this document is to provide basic information about handling Prescriptions in the Aetna Mobile Application. This feature eliminates the need to visit a physical location or use a computer, making it easier for users to stay updated on claims status and provides the ability to manage them on the go. |
| [Aetna Member Website – Navigating & Utilizing Aetna Mobile Applications – Mobile Claim Topics](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=df155c71-6efe-4ef3-b591-7dd682a80b0f) | The purpose of this document is to provide basic information about handling Claims in the Aetna Mobile Application. This feature eliminates the need to visit a physical location or use a computer, making it easier for users to stay updated on claims status and provides the ability to manage them on the go. |
| [Aetna Member Website – Navigating & Utilizing Aetna Mobile Applications - Find Care Topics](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a743a592-e25e-4f1c-b792-371e75270b59) | The purpose of this document is to provide basic information about the Find Care feature in the Aetna Mobile Application. This feature provides users with access to a comprehensive database of providers, facilities, specialties, procedures, pharmacies, and medications. This allows our members to find the specific information they need, such as contact details, addresses, specialties, and participating status. |

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