**Aetna Member Website – Navigating & Utilizing Aetna Mobile Applications – Mobile Claim Topics**

[Accessing Claims in The Mobile App](#_Toc197600828)

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**Description:** 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.

**Notes:**

* The examples in this document are specific to iOS iPhone. The Android navigation experience is the same.

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| **Accessing Claims in The Mobile App** |

Members can access **Claims** in themobile app by following these steps:

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| **Step** | **Action** |
| **1** | To access claims, the member will tap the **Claims option** from the **bottom navigation bar**.    **Result:** The member’s claim history will display    **Notes:**   * If the member has a **health spending account**, they'll also see their current balance under the **Digital Claim Submission link**. * If the member chooses to not search by using the **Filter option**, they can scroll through the **Claim List page** to search for a specific claim. The **Claim List** fields include:   + **Provider, facility, or medication name.**   + **Claim status**: Processed, Pending, or Denied   + **Member:** Name of patient.   + **Service date (Visited on):**Date the service took place.   + **Amount billed:**Amount the provider submitted.   + **Plan's Share:** Amount Aetna paid on the claim.   + **Your Share:**Member's cost share responsibility. |
|  | Tap on the claim to access the **Claims Details Page**.    **Result:** The **Claims Details** will display: |

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| **Submitting Claims in The Mobile App** |

Members can submit **Claims** in themobile app by following these steps:

* **Commercial** **members** have the ability to submit **medical and dental** **claims digitally** through the mobile app.
* **Medicare NextGen** **members** can digitally submit claims for**medical, dental, vision, hearing, and just about any other service, with the exception of pharmacy**.

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| **Step** | **Action** | |
|  | To submit a claim, the member scroll down and tap the **Submit a Claim link**. Or they can tap on the **Claims tab**, then the **link to digital claims submission**.    **Result:** The **Submit a Claim** page will display | |
|  | Tap on **Step 1 – Add claim and cost information to get started**.    **Result:** The **Step 1 entry form** displays. | |
|  | Tap on each section and select the appropriate information: | |
|  | Indicate whether they have paid the full amount for the service by sliding the "**I paid the provider the full amount**" **toggle**.    If the member has paid the full amount, the member will enter in the amount they paid then click **Done:** | |
|  | Once the amount paid is added, they'll need to upload an itemized bill. They'll do this by clicking the **Upload** button.   * When the member clicks the Upload button, there are **three (3)** options they can use to upload an itemized bill. They can:   + Take a photo of the itemized bill.   + Upload a photo of the itemized bill from their Photo Library.   + Upload a file of the itemized bill from their File folder.     Members can upload up to 4 attachments, but the total size of the attachments combined cannot exceed 5 mb.The feature only supports files in the following formats:   * JPEG * PNG * DOCX * PDF | |
|  | Once the image is selected, they'll be returned to the **Claim Details** page. They'll tap the **Upload** button. | |
|  | When the image is uploaded, they'll be taken to the **Submit a Claim** page where they'll tap the Step 2 box to indicate any other coverage details for their claim submission.    When they tap the Step 2 box, there are three (3) options available. | |
| **If…** | **Then…** |
| The claim is related to an accident | They'll slide the toggle next to **Claim** related to **Accident** and select the **Date and Time** of the accident. |
| The claim is related to a work-related injury (i.e., workers compensation) | They'll slide the toggle next to **Claim** related to **Employment**. |
| The member has other coverage (i.e., coordination of benefits) | They'll slide the toggle next to **Claim** covered by **Group Health Plan**, Group Pre-Payment Plan (Blue Cross-Blue Shield, etc.), No Fault Auto Insurance, Medicare, or any federal, state, or local plan. |
|  | Once they complete the applicable selections and fields, the member will click the **Back** button at the top left to return to the **Submit a Claim** page. | |
|  | The member will click the **Sign and Submit** button which will take them to the **Sign & Acknowledge** page.  When they're brought to the **Sign & Acknowledge** page, they'll key their name in the **Member or Authorized Representative Signature** field. | |
|  | The member will need to view and acknowledge **State Notices**. To do this, they'll tap the **View State Notices** link under the date of submission timestamp. When they do this, they'll see the **State Notices** page where they can read **State Notices**. The member will click **OK**. | |
|  | The member will return to the **Sign & Acknowledge** page. The member will tap the **Submit** button and the Confirmation page will display.     * The member will also receive an acknowledgement email, upon successful submission.   It's important to keep in mind, that it can take up to 30 days for a claim to be processed and appear on the Aetna Health mobile app and the Aetna member website. | |

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