



# Aetna Health Member Website Registration & Login

June 2024



TM

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**Registration**

**Forgot Username**

**Forgot Password**

**Sign In Without a Password**

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# **Aetna Member Website Registration**

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Web browser Desktop View:  
From www.aetna.com member accesses login page:





English

Secure Member Sign-In

Username

Saum@123

Password

☒ Remember username

Sign In

Sign In Without A Password

Forgot username or forgot password?

New Members

If you're a new member, you'll need to create an online account.

Create Account



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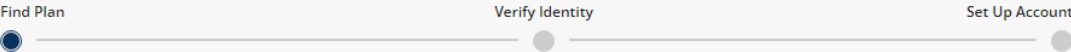
# Member selected “Create Account” to start flow:



English

## Create Your Online Account

Step 1 of 3  
Find Plan  
Next: Verify Identity



### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

#### Choose your plan type

- ☒ Employer-sponsored — through your work or school
- ☐ Medicare
- ☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Choose ID option

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Continue

### Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.

CHOICE POS II

**Plan Name**  
Grip# 123456-010-78910

**ID** W1234 56789

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# Member chooses Aetna Member ID option:



English

## Create Your Online Account

Step 1 of 3

### Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

#### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

#### Choose your plan type

- ☒ Employer-sponsored — through your work or school
- ☐ Medicare
- ☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

Aetna Member ID

ID

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Continue

#### Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.

CHOICE POS II

Plan Name

Grp# 123456-010-78910

ID W1234 56789

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# Member chooses Social Security Number. Message discouraging Social Security Number for State of NC member:



English

## Create Your Online Account

Step 1 of 3

### Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

#### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

#### Choose your plan type

- ☒ Employer-sponsored — through your work or school
- ☐ Medicare
- ☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Social Security Number

North Carolina State Health Plan members, choose Aetna Member ID and use your Member ID to find your plan.

Social Security Number

How we use your Social Security Number

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Continue

#### Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.

CHOICE POS II

**Plan Name**  
Grp# 123456-010-78910

**ID** W1234 56789

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# Registration Step 1: Find Your Plan



English

## Create Your Online Account

Step 1 of 3

### Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

#### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

#### Choose your plan type

- ☒ Employer-sponsored — through your work or school
- ☐ Medicare
- ☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

Aetna Member ID

ID \*\*\*\*\*

First Name

ALEXIS

Last Name

BIGFORD

Date of Birth (MM/DD/YYYY)

02/05/1980

Continue

#### Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.



CHOICE POS II

#### Plan Name

Grp# 123456-010-78910

ID W1234 56789

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# Registration Step 2: Verify Identity



## Create Your Online Account

Step 2 of 3

### Verify Identity

Next: Set Up Account

Find Plan



Verify Identity



Set Up Account



#### Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on file, or add a new one.

Select method

- ☐ Email to m\*\*\*\*\*ns@aetna.com
- ☐ Add and verify new email or mobile number

Continue

#### Need Help?

For help with your online account, contact us at 1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.



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# Registration Step 2: Verify Identity



## Create Your Online Account

Step 2 of 3

### Verify Identity

Next: Set Up Account

Find Plan



Verify Identity



Set Up Account



### Verify Your Code

We sent a six-digit code to m\*\*\*\*\*ns@aetna.com. Your code expires in ten minutes.

Enter Six-Digit Code

Continue

Cancel

- Need a new code? Get a new code in 31 seconds
- Want to use a different email or phone number? [Change delivery method](#)
- Can't find your code? Please check your spam folder.

### Need Help?

For help with your online account, contact us at 1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.



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# Registration Step 3: Set Up Access



## Create Your Online Account

Step 3 of 3

### Set Up Account

Find Plan



Verify Identity



Set Up Account



### Set Up Account

Create a username and password below.  
All fields are required.

Create a Username

Sam@12345

Create a Password

\*\*\*\*\*



Select a Security Question

What was your high school mascot?



Security Answer

\*\*\*\*



4/30

Enter Email Address

\*\*\*\*\*



By checking the box below, you agree to the [Terms and Conditions](#).

☒ I agree to the Terms and Conditions

Continue

### Need Help?

For help with your online account, contact us at  
1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.

# Registration Step 3: Account Set Up In Progress



## Create Your Online Account

Step 3 of 3  
Set Up Account

Find Plan



Verify Identity



Set Up Account



We're setting up your profile.

This should just take a moment.

Form fields for profile setup, including name, email, and phone number, represented by gray bars.



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# **Aetna Member Website Forgot Username**

---

Web browser Desktop View:  
From www.aetna.com member accesses login page:



English

Secure Member Sign-In

Username

Saum@123

Password



☒ Remember username

Sign In

Sign In Without A Password

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

New Members

If you're a new member, you'll need to create an online account.

Create Account



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# Forgot Username Step 1: Member clicked “Forgot username” in login page to start the flow:



English

## Find Your Username

Tell us a little about yourself and we'll look up your username. All fields are required.

### Choose your plan type

- ☒ Employer-sponsored — through your work or school
- ☐ Medicare
- ☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

Aetna Member ID

ID

First Name

CYNTHIA

Last Name

GRIFFITHS

Date of Birth (MM/DD/YYYY)

01/01/1947

Continue

## Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.

CHOICE POS II

Plan Name

Grp# 123456-010-78910

ID **W1234 56789**

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# Forgot Username Step 2: Username is retrieved



English

## Secure Member Sign-In

**i** You already have an online account with us.

We found your online account, just enter your password to sign in. If you've changed jobs or plans, you can still use this account.

- You'll only need to create a new account if you:
- were covered by someone else's plan and now you're not
  - had your own plan and now you are covered by someone else

If this is you, [create a new account](#).

Username

Password

☒ Remember username

Sign In

Sign In Without A Password

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



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# **Aetna Member Website Forgot Password**

---

Web browser Desktop View:  
From www.aetna.com member accesses login page:







Secure Member Sign-In

Username

Saum@123

Password

☒ Remember username

Sign In

Sign In Without A Password

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

New Members

If you're a new member, you'll need to create an online account.

Create Account



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# Forgot Username Step 1: Member clicked “Forgot username” in login page to start the flow:



English

## Find Your Username

Tell us a little about yourself and we'll look up your username. All fields are required.

### Choose your plan type

- ☒ Employer-sponsored — through your work or school
- ☐ Medicare
- ☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

Aetna Member ID

ID

First Name

CYNTHIA

Last Name

GRIFFITHS

Date of Birth (MM/DD/YYYY)

01/01/1947

Continue

## Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.

CHOICE POS II

Plan Name

Grp# 123456-010-78910

ID **W1234 56789**

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# Forgot Username Step 2: Username is retrieved



English

## Secure Member Sign-In

**i** You already have an online account with us.

We found your online account, just enter your password to sign in. If you've changed jobs or plans, you can still use this account.

- You'll only need to create a new account if you:
- were covered by someone else's plan and now you're not
  - had your own plan and now you are covered by someone else

If this is you, [create a new account](#).

Username

Password

☒ Remember username

Sign In

Sign In Without A Password

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



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# **Aetna Member Website Sign In Without A Password**

---

Web browser Desktop View:  
From www.aetna.com member accesses login page:



English

Secure Member Sign-In

Username

Saum@123

Password



☒ Remember username

Sign In

Sign In Without A Password

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

New Members

If you're a new member, you'll need to create an online account.

Create Account



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Sign In Without A Password Step 1: Member clicked “Sign In Without A Password?” in login page to start the flow:



English

Secure Access,  
Password-Free

Signing in with a code is fast, safe and easy.

Enter your username and birthdate, then  
choose text or email and we'll send you a  
one-time code to access your account.

Username

QA1@CYNTHIA

Date of Birth (MM/DD/YYYY)

01/01/1947

Continue

Cancel

Forgot username?



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# Sign In Without A Password Step 2: Verify Identity



## Secure Access, Password-Free

### Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on  
file to continue.

Select method

- ☐ Text to \*\*\*-\*\*\*-4107
- ☒ Email to b\*\*\*\*\*s1@aetna.com

Continue

Cancel



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# Sign In Without A Password Step 2 : Enter OTP



Secure Access,  
Password-Free

Verify Your Code

We sent a six-digit code to b\*\*\*\*\*s1@aetna.com.  
Your code expires in ten minutes.

Enter Six-Digit Code

Continue

Cancel

- Need a new code? Get a new code in 18 seconds
- Can't find your code? Please check your spam folder.



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