

A man in athletic wear is stretching on a wooden pier. He is wearing a dark tank top, shorts, and leggings, and has a fitness tracker on his left arm. He is holding his right foot with his left hand. In the background, there is a large suspension bridge and a body of water. The word "aetna" is overlaid in large white letters across the middle of the image.

aetna

**Aetna member  
website**

**A convenient and consistent  
member experience**

# Home page

Simple, fresh, modern and convenient

Navigation to guide members

Emphasis on relevant tools

Structured around key reasons to visit the site

The screenshot shows the Aetna website interface for a family member. At the top, the Aetna logo is on the left, and navigation links for 'Home', 'Manage', 'Pharmacy', 'Stay Healthy', and 'Find Care & Pricing' are in the center. On the right, there are links for 'Documents & Forms' and 'Español (Buscar proveedores)'. Below the navigation is a large illustration of a family (a man, a woman, and a child) in a park. A 'Family' dropdown menu is visible on the left side of the main content area. The main content is divided into several sections: 'Plans' with a 'View Member ID cards' link; a 'Personalized Plan Video' notification; 'Quick, affordable care at MinuteClinic®' with a 'Get Care Today' button; and 'Quick Tasks' with four icons: 'Find a Nearby Urgent Care', 'Find a Nearby ER', 'Select or Change Primary Care Physician', and 'Find a Nearby Dentist'. At the bottom left, there is an 'Account balances' section showing a 'Health Savings Account' with a balance of '\$1,095.07'. A vertical 'Feedback' button is located on the right edge of the page.


# Quick Tasks

Schedule an appointment at MinuteClinic®

Information on urgent care options all in one place

Find a nearby ER

## Plans Active ▼

 [View Member ID cards](#)

Medical [View Coverage](#)

Dental [View Coverage](#)

Vision [View Coverage](#)

Other Coverage [View Coverage](#)

## Account balances

[Health Savings Account](#) \$1,095.07

## Helpful Resources

[Go to PayFlex](#)

### Personalized Plan Video

We created a video just for you that makes it easy to understand your health plan. [Watch the video](#)

## Quick, affordable care at MinuteClinic®

From flu shots and physicals to common cold treatments, MinuteClinic is here to help with convenient, quality health care.

[Get Care Today](#)

## Quick Tasks



[Find a Nearby Urgent Care](#)



[Find a Nearby ER](#)



[Select or Change Primary Care Physician](#)



[Find a Nearby Dentist](#)

## Spending summary

Medical - Maximum Savings ▼

Active plan - Spending to date

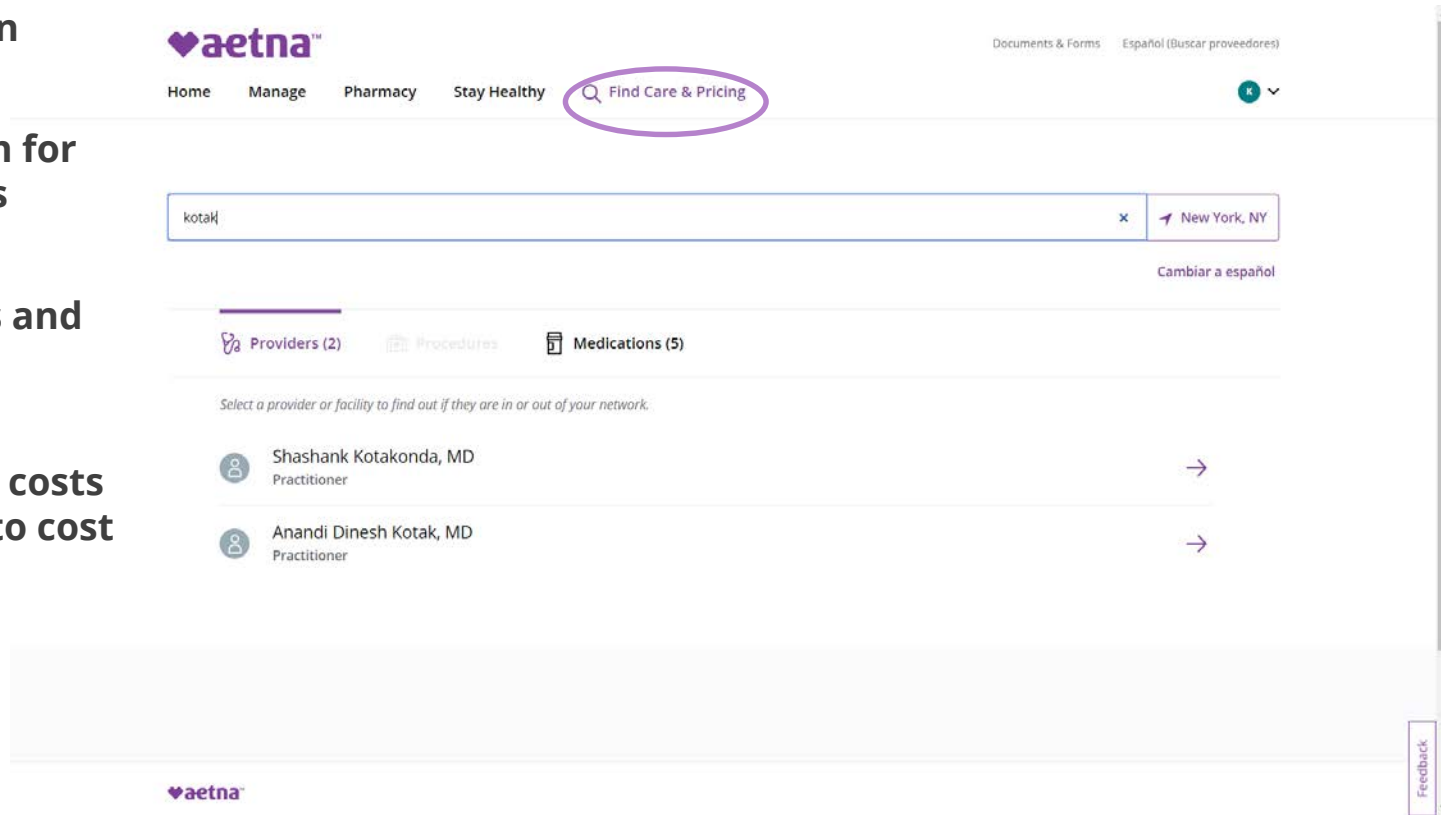
# Provider search

Intuitive, clean design

Predictive text search for more relevant results

Patient 5-star ratings and reviews

Estimated office visit costs displayed with links to cost tool for additional estimates



# Teladoc

## Members can easily schedule an appointment to Teladoc

The screenshot shows the Aetna website's search interface. At the top left is the Aetna logo. To its right are links for 'Documents & Forms' and 'Español (Buscar proveedores)'. Below these are navigation links: 'Home', 'Manage', 'Pharmacy', 'Stay Healthy', and 'Find Care & Pricing'. A search bar contains the text 'telad' and a location dropdown set to 'New York, NY'. Below the search bar are three filter tabs: 'Providers (1)', 'Procedures', and 'Medications (2)'. The 'Providers (1)' tab is active, showing a list of providers.

Select a provider or facility to find out if they are in or out of your network.

 **Teladoc®**  
Telemedicine

This screenshot shows the search results for 'Teladoc' on the Aetna website. The Aetna logo and navigation menu are at the top. The search results card for 'Teladoc' includes the following information:

- Teladoc®**
- Telemedicine - 24/7/365 Access to Care
- Phone icon: 1-855-835-2362 (1-855-Teladoc)
- URL: <https://member.teladoc.com/aetna>

Below the card is a 'Details' section with the following text:

**Details**

About Teladoc  
24/7 access to U.S. board-certified doctors and pediatricians at a price you can afford. Teladoc provides you and your eligible dependents with 24/7/365 access to U.S. board-certified doctors and pediatricians by phone, online video, or mobile.

With Teladoc you can:  
Resolve many of your medical issues.. Speak with U.S. board-certified doctors. Save money. Use it anywhere, anytime – take a doctor with you anywhere you go!

# Claims details & explanations

Option to view, sort and download claims

Step-by-step claim walk-through to explain claim components

Integrated claims and plan balances in one view

**Manage Claims**

Claims | Explanation of Benefits

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

Member: All members | Claim Type: Medical | Dates: Last 90 days | **Apply**

Group by: Default | **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
07/28/17	SUBSCRIBER (You)	DOUGLAS HOLLAND	\$1,879.00	\$0.00	\$209.00 <a href="#">View claim details »</a>
07/28/17	SUBSCRIBER (You)	KENNETH PRYOR	\$91.01	\$0.00	\$63.48 <a href="#">View claim details »</a>
07/28/17	SUBSCRIBER (You)	<b>Medical Claim ID#: 888888888</b> <b>SUBSCRIBER from Douglas Holland services on 07/28/17</b>			
07/04/17	SUBSCRIBER (You)	<b>Claim Walk-Through »</b> Claim walk-through: Step by step walk-through of your bill			
07/04/17	SUBSCRIBER (You)	<b>Total amount billed by the provider</b> <b>\$1,879.00</b>			

**Member rate**

Your member rate is the estimated amount your plan may pay for this service.

**\$209.00**

**Amount you saved \$1,670.00**

We have arranged discounted rates with this provider. Your provider should not bill you for this amount. It is a discount you receive by being a member of this plan.

**Amount the plan will pay**

The plan will pay the amount below to your provider. You can refer to the EFT number if your provider has any questions about the payment.

**\$0.00**

**Completed**

Electronic Fund Transfer reference 3333333333333333. Claim details sent to provider on 10/21/18

**Claim is in-network**

**Amount you owe or already paid**

The provider may bill you separately for any charges you're still responsible for. You should not be asked to pay more than this amount.

**\$209.00**

**Applied to deductible:**  
The amount you pay before your health plan pays **\$209.00**

**Pay to Provider**

**Aetna Vision Preferred Claims**

**Medical Balance »**  
Information about Family

**In-network Deductible**

You paid \$0.00 of \$4,200.00

**Remaining \$4,200.00**

# Coverage and benefits

Benefit details in simpler terms

Benefits journey to link coverage, care and cost information

Resources to help members at all levels of health literacy

The screenshot displays the 'See Coverage & Costs' web interface. At the top, there is a purple header with a checkmark icon and the text 'See Coverage & Costs'. Below this is a navigation bar with three tabs: 'Financial Overview', 'Coverage & Benefits' (which is active), and 'Estimate Costs'. A dropdown menu shows 'Coverage & Benefits for' with 'SUBSCRIBER (You)' selected.

The main content area features five purple boxes representing coverage categories: 'Medical' (Covered since 01/01/2017), 'Dental' (Covered since 05/01/2015), 'Vision' (Covered since 05/01/2015), 'Pharmacy' (Covered since 01/01/2017), and 'More Products'. Below these is a light blue notification box with a lightbulb icon: 'Your plan does not require referrals from your primary care physician. Please verify your providers are in network using Find Care »'.

There are five white boxes with purple headers and icons, each representing a service type: 'Doctors Office Visit (e.g. sick visit) >', 'Tests (e.g. x-rays, blood work, MRI) >', 'Routine Care (e.g. mammogram, eye exam, ...)', 'Overnight Hospital Stay >', and 'Same Day Surgery >'. Each box lists associated services and costs.

At the bottom, there is another 'See Coverage & Costs' header with the same navigation tabs. A 'Print this page' button is located in the top right corner. The main content is split into two columns. The left column is titled 'Medical balances & limits »' and shows the date range 'Date 01/01/2018 to 12/31/2018'. It includes a form for 'Information for:' with 'Family' entered. Below this, it details the 'In-network deductible »' with a definition: 'Your deductible is an amount that you pay 100% for services before Aetna begins to pay (includes Pharmacy)'. It shows 'You paid \$ 0.00 of \$ 4,200.00' and 'Remaining \$ 4,200.00'. The right column is titled 'Dental balances & limits »' and contains a button: 'Access your dental coverage »'.



# Cost transparency

Streamlined design and experience

Out-of-pocket cost estimates based on member's plan, provider rates and claims system

**aetna™** Documents & Forms Español (Buscar proveedores)

Home Manage Pharmacy Stay Healthy Find Care & Pricing

ct scan New York, NY

Cambiar a español

Providers (5) Procedures (8) Medications (5)

CT Scan of Abdomen  
Providers who perform this procedure

50 results for CT Scan of Abdomen providers  
In Network  
Near: New York, NY

See important notice about participating providers below

Provider	Address	Distance	Phone	Estimated Cost
Hospital for Special Surgery	532 560 West 33rd Street New York, NY 10001	0.88 miles from you	(212) 606-1000	\$1325
Lenox Hill Radiology and Medical Imaging Associate	21 East 22nd Street New York, NY 10010	1.19 miles from you		\$410

# Health & Wellness engagement

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Wellness and health program integration

Promotion of health assessments, digital programs and personal health records

Focus on incentive and discount programs




Home

Manage

Pharmacy

Stay Healthy

 Find Care & Pricing

## Stay Healthy

### Get Discounts on Health Products and Services

Save on a variety of health expenses from eye and ear care to fitness and weight management.

### Stay Healthy

Access your health assessment, health record and personalized health and wellness programs. You can also get helpful information about procedures, conditions and treatments.

### Discover a Healthier You

Improve your health and well-being. Set health goals and we'll help you achieve them.

### Maternity Support Center

Access resources to help you through each stage of your pregnancy journey.

# Integrated pharmacy

Integration of pharmacy capabilities

Cohesive experience with a clean look and feel

Streamlined process to estimate drug costs

Intuitive and streamlined design

The screenshot displays the Aetna website's 'Manage Prescriptions' section. At the top right is the Aetna logo. A navigation bar includes links for 'Home', 'Manage Claims', 'See Coverage & Benefits', 'Stay Healthy', and 'Manage Prescriptions'. The main header is a purple bar with the text 'Manage Prescriptions' and a pill icon. Below this is a sub-navigation bar with three tabs: 'Pharmacy Coverage and Costs' (selected), 'CVS Caremark® Mail Service', and 'Specialty Pharmacy'. The main content area features three large white cards with purple icons and buttons: 'Estimate drug costs' (with a dollar sign icon), 'View all my pharmacy claims' (with a document icon), and 'Find a pharmacy' (with a magnifying glass icon). Below these are two smaller white cards: 'Pharmacy account & plan' with a 'View my pharmacy benefits' button, and 'Additional drug resources' with a 'Drug information & side effects' button.

Thank you