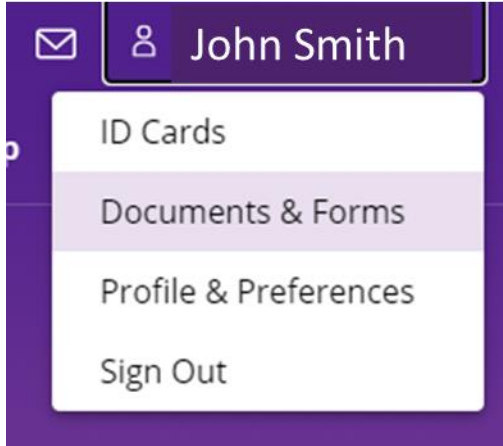


How to file a Claim on the Aetna Member Website

To file a claim from your Aetna Member Website, you will choose the drop-down arrow next to your name and choose Documents and Forms. After clicking on Documents and Forms, you will find the Medical Claim Form.



That form will need to be completed. Once that is done, you will choose the Help option at the top of your Aetna Member Website on the home page and then choose Send Message. From there, follow the steps and upload your medical claim form and the invoice from the provider.

