

Aetna Navigator™ Member Website

Overview for Dental Members

Your Secure Aetna* Member Website

As an Aetna member, you can use Aetna Navigator as your online resource for personalized benefits and health information. You can take full advantage of our interactive website to complete a variety of self-service transactions online.

Need temporary dental member identification information or a replacement member ID card?

Want to change a primary care dentist (PCD)?

Do you need to check the status of a claim?

You can do it all online — 24 hours a day, 7 days a week — from wherever you have Internet access.



Instant personalized
benefits and
health information
available online.

Aetna Navigator helps you make the most of your dental benefits plan. You can also:

- Review who is covered on your plan.
- Find a participating dentist.
- Learn the estimated cost of common dental procedures in your area before they are performed.
- Receive personalized health and benefits messages.
- Contact Aetna Member Services.

In addition, you'll have access to credible health information on the Web.

Key Features**

Review Your Plan and Benefits Information

- Who is covered, PCD selections, dental claims status and Claim Explanation of Benefits (EOB) statements.
- Flexible Spending Account (FSA) status, account balance(s), payment details and tools for understanding and managing health care and dependent care spending accounts (if you have this benefit with Aetna).

**If included in your plan.

Key Features continued on back

Aetna Members, Register Today!

Registering for Aetna Navigator is quick and easy. Here's how:

- Go to www.aetna.com and select Aetna Navigator.
- Click on the "Register Now" link.
- Complete the requested information to verify that you are an Aetna member.
- Select a user name, password and security phrase.

Once your registration is complete, your user name and password will give you access to all the features of Aetna Navigator. You will receive a confirmation postcard via the U.S. Postal Service at the address we have on file. You can find help with questions about registration, security and software by clicking on "About Registration" at the top of the online registration form. Personal registration assistance is available toll free, Monday through Friday, from 7 a.m. to 9 p.m. Eastern Time at 1-800-225-3375.

*Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer dental benefits coverage include: Aetna Dental Inc., Aetna Health of California Inc., Aetna Health of Illinois Inc., Aetna Health of the Carolinas Inc., Aetna Life Insurance Company and/or Aetna Health Inc. In Arizona and Texas — Aetna Dental Inc., Aetna Health Inc. and/or Aetna Life Insurance Company.

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Key Features*

Perform Transactions

- View and print temporary dental member identification information in wallet card-size format and request replacement member ID cards.
- Get Aetna Member Services contact information, including phone numbers and mailing addresses.
- Send a secure e-mail to Aetna Member Services (also available in Spanish). From the claims detail page, send a message about a specific claim with important information about the claim prefilled in the message.
- Find dental professionals and facilities that participate in your plan using our DocFind® online directory — in English or Spanish.
- Change PCD selections.
- Request e-mail alerts when new information, such as Claim Explanation of Benefits statements or FSA payments, is available for you to view on your secure Aetna Navigator home page.
- Print out Aetna standard forms.

*If included in your plan.

Access Sources of Health Information

- **Aetna IntelliHealth® Website** — Our award-winning consumer website, for credible health, dental and wellness information provided by Harvard Medical School.
- **Healthwise® Knowledgebase** — A user-friendly online tool that provides information on hundreds of health topics (available in English and Spanish).

Use Tools To Manage Your Dental Care

- **Estimate the Cost of Care: Dental Procedures** — Compare the estimated average costs for dental care services in your area. See how much you could potentially save by choosing a dentist who participates in the Aetna network.



Don't delay! Take a tour of Aetna Navigator today at www.aetna.com.

If you need this material translated into another language, please call Member Services at 1-888-98-AETNA (1-888-982-3862).

Si usted necesita este documento en otro idioma, por favor llame a Servicios al Miembro al 1-888-98-AETNA (1-888-982-3862).

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