

NOTE: The District's Medical Insurance does not apply to AEA, Local 71, and Bus Drivers/Attendants.



Your Aetna insurance ID cards are a family style card -- one for medical, one for dental -- for up to 5 family members per card & are mailed directly to your home address by Aetna. If you need to seek medical/dental services or fill a prescription prior to receiving your plastic card, you may print a temporary ID card through the Aetna Navigator website. (This access is usually available by the middle of the month of your eligibility; before your eligibility begins, you will receive an Insurance Coverage Confirmation memo from Benefits Dept. to explain this process.) **If you have problems printing the temporary ID card, or need password/login assistance on Aetna Navigator, please call the AETNA Help Desk at 1-800-225-3375 or use their online help/FAQ for assistance.**

STEPS ON HOW TO REGISTER FOR AETNA NAVIGATOR:

- Go to www.aetna.com
- Click on Member Log In +
- Enter a User Name & a Password and click on Log In -> then click OK
- Click on "Go" under "First-Time User I'm ready to Register"
- Make a selection by clicking on **subscriber** and press Next
- To finalize the registration process complete all required fields and click on Next
- Please keep your User ID and password you created in a secured location

STEPS ON HOW TO PRINT A TEMPORARY ID CARD: (after you are logged into Aetna Navigator)

- Look under Related Shortcuts left side of screen & click on ID Card
- Click on Medical Temporary Identification
- Next select the covered member you wish to view, click "Continue"
- Use the Internet browser to print the "Temporary Member Identification" image

Aetna Navigator Features:

- DocFind – Locate a physician, specialist or medical facility.
- View who is covered on your plan.
- Print a temporary medical ID card or order a new card if your card has been lost or stolen.
- View Explanation of Benefits for Claim Status.
- Email Customer Service in a secure environment with questions about benefits or claims.
- Access the Prescription Drug Formulary.
- Print forms to begin the Pharmacy Mail Order process.
- Access Aetna IntelliHealth - featuring Harvard Medical School's Consumer Health Information.

ANY QUESTIONS, PLEASE CONTACT THE APPROPRIATE AETNA SERVICE CENTERS:

Medical Member Services P.O. Box 14089 Lexington, KY 40512-4089 1-877-204-9186 www.aetna.com	Dental Member Services P.O. Box 14094 Lexington, KY 40512-4094 1-877-238-6200 www.aetnadental.com	Aetna Pharmacy P.O. Box 14024 Lexington, KY 40512-4024 1-800-238-6279 www.aetnapharmacy.com
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This is an AETNA Standard "Open Choice PPO Plan" & the Group Number is 658742.

The Aetna web site is also a great way to search the "DocFind Provider Directory" and "Medication Formulary Guides," which are available to you now.

To access [DocFind](#) use the "[Find a Doctor](#)" link (from Aetna homepage; or under Shortcuts within Aetna Navigator) Follow the steps on the next screens...

- Step 1 – Enter City, County or Zip code, depending upon your search preference
- Step 2 – Select a Category & Type of Provider
- Step 3 – Select a Plan – For Medical Providers, the category is [Aetna Standard Plans](#); then, select [Open Choice PPO](#) for the type of plan. For Dental Providers, the plan type is [Dental PPO/PDN](#).
- Step 4 – Select Search Criteria – you can narrow your results further or choose to view results for all providers

To access [Prescription Drug Search](#): (Pharmacy plan type is [Three Tier Open Formulary](#) – use this to search)

- From the www.aetna.com homepage, follow the "[Look up a medication](#)" link; or
- If logged into the Aetna Navigator website, on the Shortcuts menus follow the "[Access your Pharmacy Benefits](#)" link.