

Mobile application user guide

With the Aetna Better Health application, you can get on demand access to the tools you need to stay healthy. Find a doctor, request a Member ID card or changes your Primary Care Physician (PCP) at any time, from anywhere. It's easy. Just download the app to your mobile device or tablet.

Mobile app features

- Find a Provider
- View or request your Member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other member details

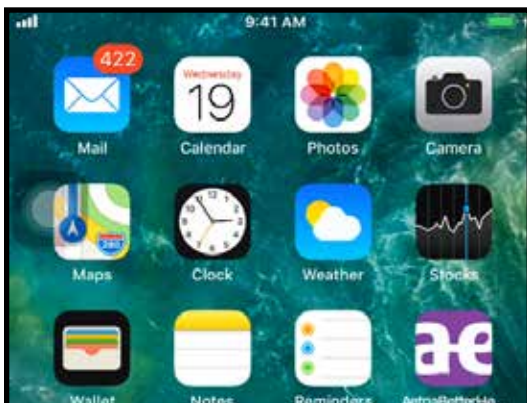
Download App

To get the mobile app, you can download it from **Apple's App Store** or **Google's Play Store**. It's free to download. This app is available on certain devices and operating systems (OS).



To access any of the menu items, **you will need to register.**

- If you have registered for the Member Portal on your health plan's website you are already registered.
- If you have not, you can register through the app.
- Just have your member ID card with you.



Device	OS Version
All Apple Devices	7.1 and above
All Android Devices	4.2 and above



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1 Splash page



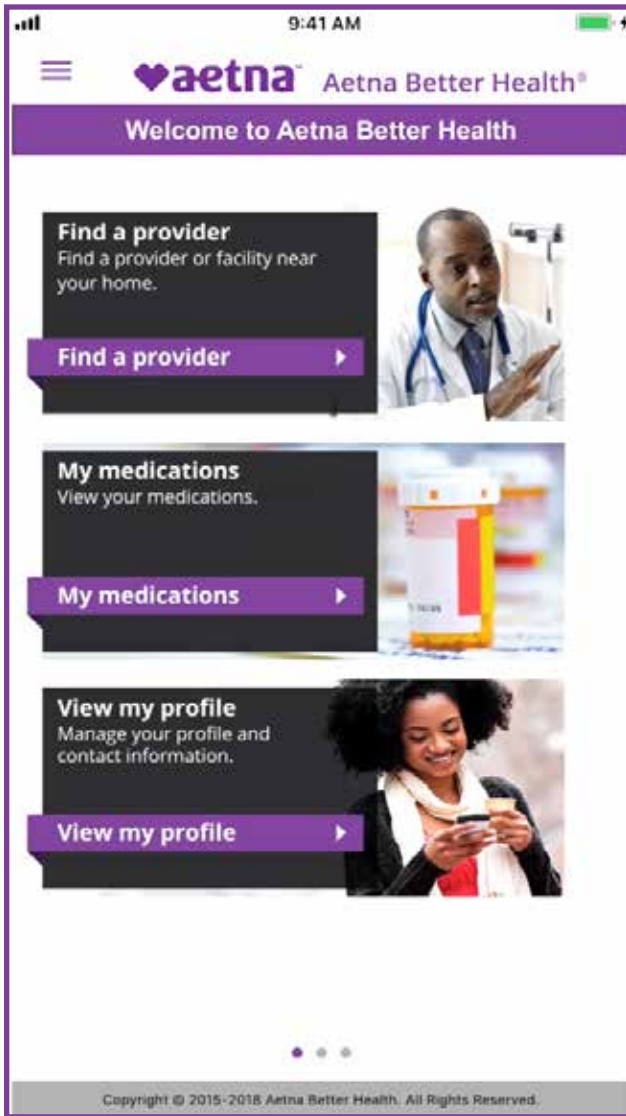
2 Sign in

 This is a screenshot of a mobile app interface. At the top, the status bar shows "9:41 AM" and a battery icon. Below that is the Aetna logo and "Aetna Better Health" with a registered trademark symbol. A purple bar contains the word "Login". Below this is a photograph of a woman and a child smiling. Under the photo is the text "Everything you need, right at your fingertips." The form includes two input fields: "User Name (Medicaid)" and "Password". Each field has a link below it: "I have forgotten my user name" and "I have forgotten my password". A large purple button labeled "Sign In" is positioned below the fields. At the bottom, there is a link "Not a Registered User?" followed by two purple buttons: "CREATE ACCOUNT" and "INSTRUCTIONS". The footer contains the text "Copyright © 2015-2018 Aetna Better Health. All Rights Reserved."

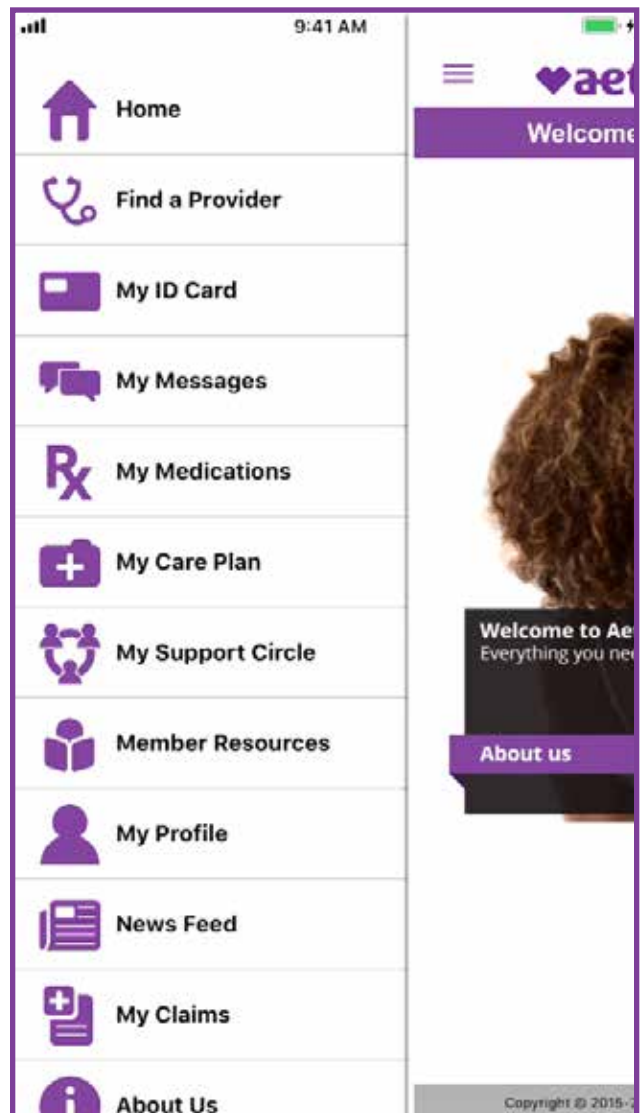
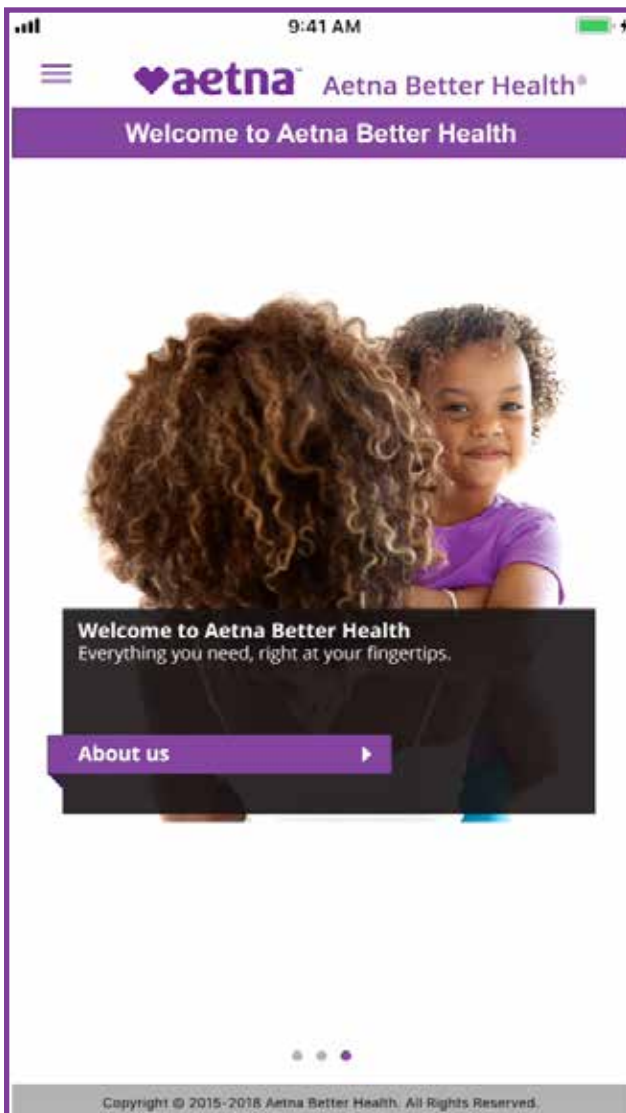
If you have already registered for the secure member portal on the health plan website, enter your **user name** and **password**.

If you have not registered yet, you will need to create an account. You will need your **member ID number, last name, date of birth** and **zip code** to register.

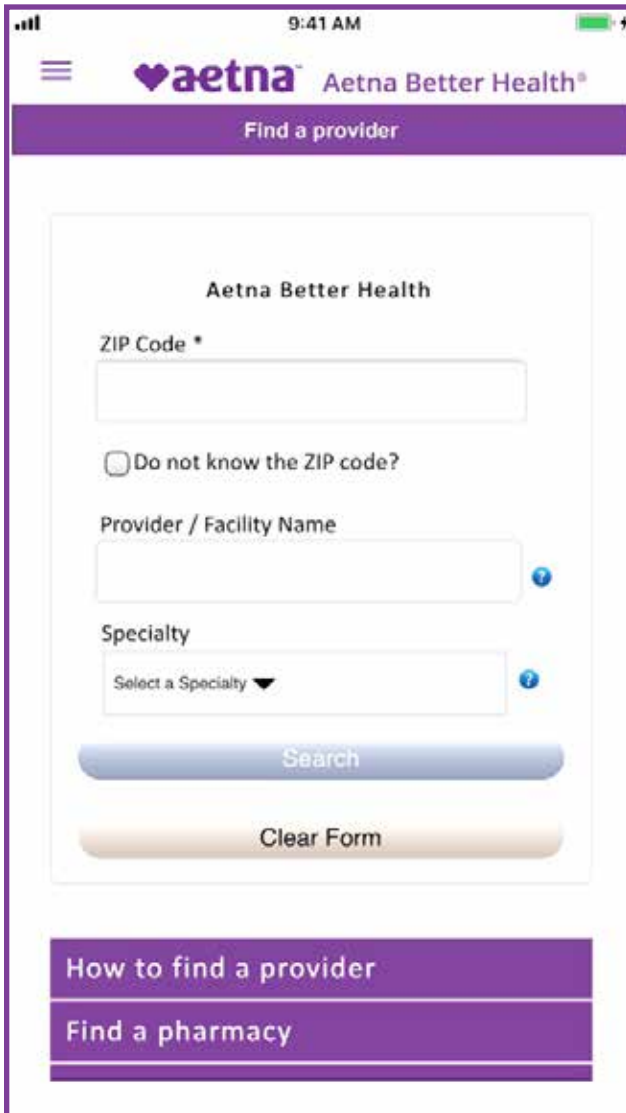
3 Welcome pages



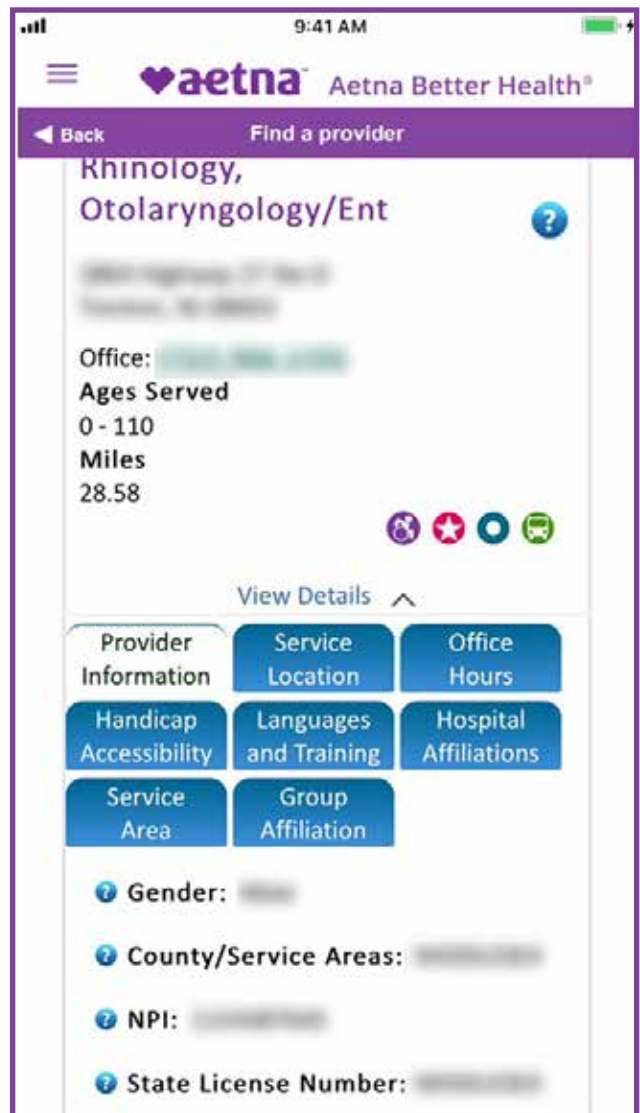
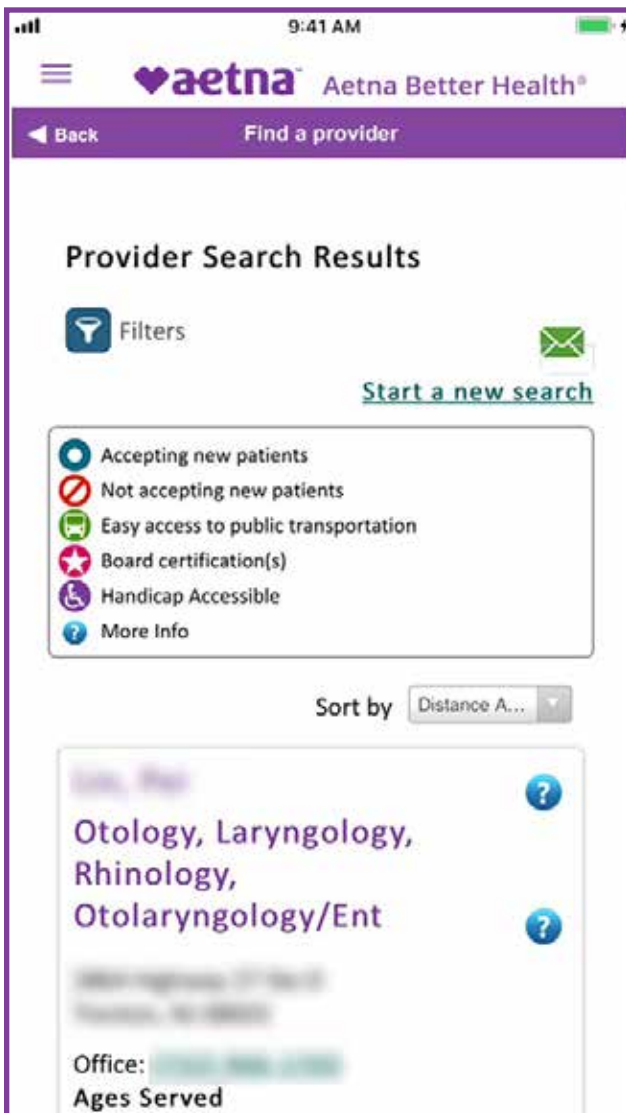
4 Menu



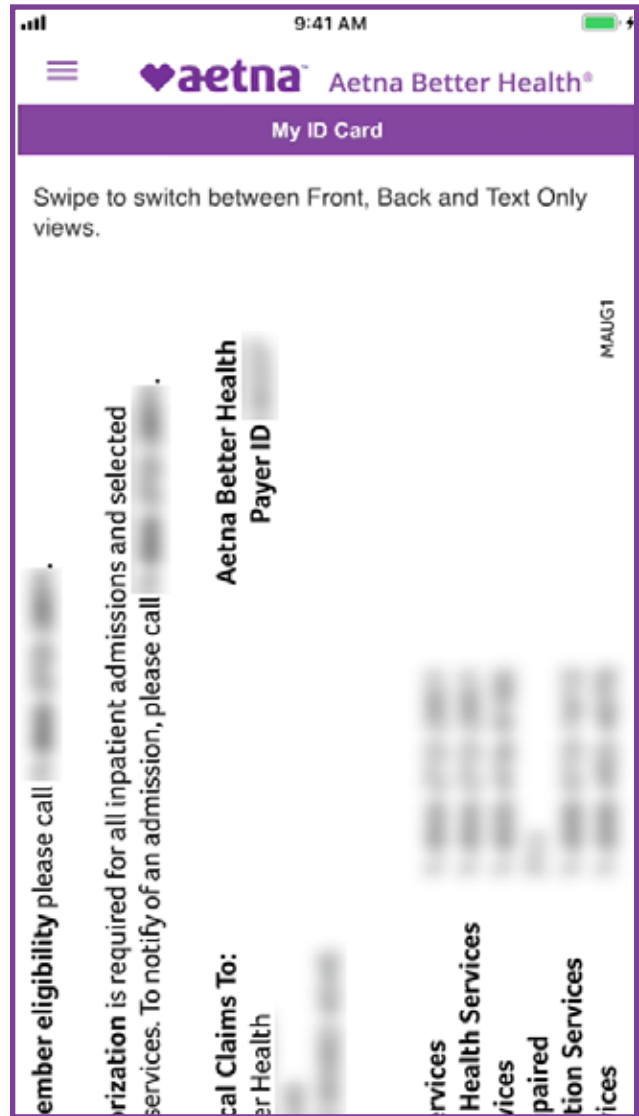
5 Find a provider



5.1 Search results



6 My ID card



6.1 Request ID card

7 My medications

9:41 AM

Aetna Better Health

My Medications (20)

Drug Desc: Glucophage1, Drug Strength: 2.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 4.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 6.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 8.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 10.000, Quantity: 60, Days Supply: 20

Drug Desc: Glucophage1, Drug Strength: 10.000, Quantity: 60, Days Supply: 20

8 News feed

9:41 AM

Aetna Better Health

At Aetna Better Health, we believe in improving every life we touch as good stewards to those we serve.

If you want more information, or need help, call us at [REDACTED], TTY 711

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9 My Care Plan

9:41 AM

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My Care Plan (12)

Goals: [REDACTED] will have regular access to healthy food / meals., Target Date: 08/24/2020

Goals: [REDACTED] will be able to tell his/her providers what he/she needs or wants in regards to his/her health care., Target Date: 08/24/2020

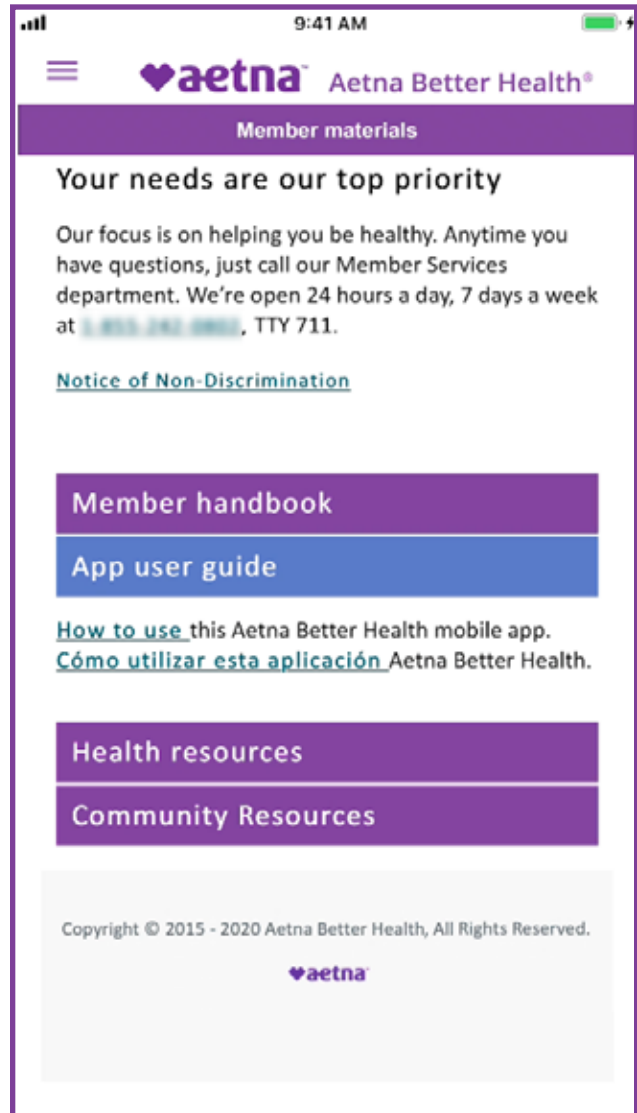
Goals: [REDACTED] will have understanding of appropriate resources [i.e. Drug/ETOH, Developmental Delay and Mental Health Services, abuse and neglect situations and vocational/educational services, long term planning], Target Date: 08/24/2020

My Care Plan is the care plan that you and your care manager have developed for you if you are enrolled in a care management program. If you do not have a care plan, it will show “No results found.”

10.1 Member handbook



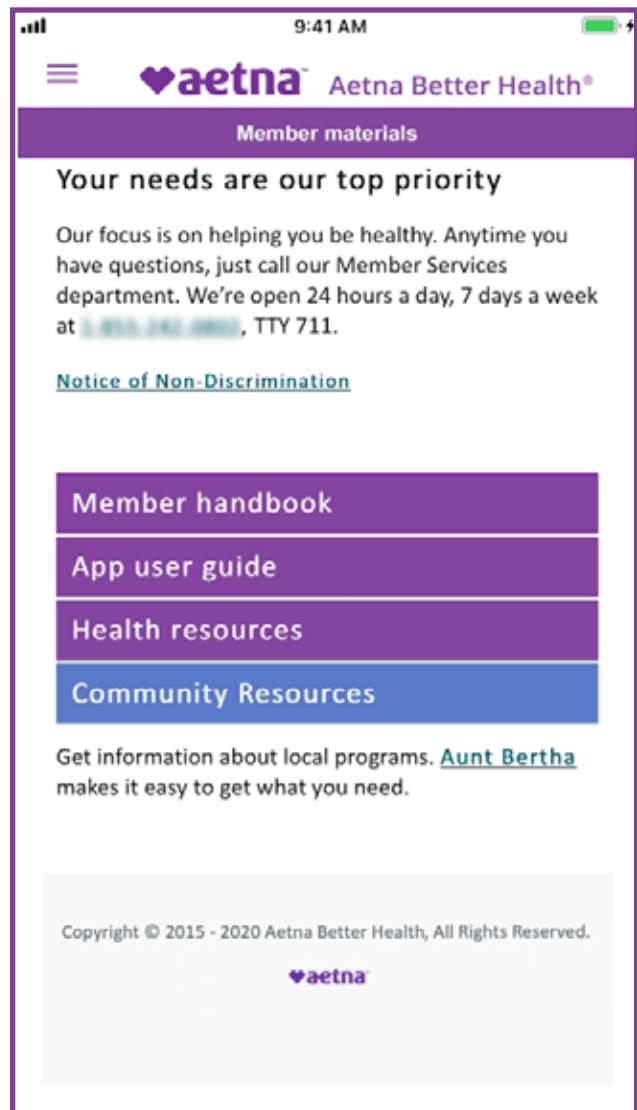
10.2 App User Guide



10.3 Health resources



10.4 Community resources



11 My profile

Member Profile

Member ID
 First Name
 Last Name
 Street Address
 City
 State
 ZIP Code
 Email ID
 Date of Birth
 Cell phone

Edit

Eligibility Information

Benefit: PAID - Medicaid
 Member ID:
 Status: Active
 Please contact member services for eligibility

11.1 Request profile update

Request Member Information Change

From:
 Category:
 Request Member Information Change
 Subject:
 Request Member Information Change

Message:
 If you have an address change, please contact the office where you applied for Medicaid benefits. Remember to list your phone number so we may call you with any questions. You can contact Member Services at the number on your ID card for assistance.

Send
Reset Form

11.2 Request PCP change

Request Member Information Change

From:
 Category:
 Change PCP
 Subject:
 Change Primary Care Physician

Message:
 Member Name -
 Member ID -
 Member Phone Number -
 Member Address -

Send
Reset Form

11.3 Manage Data Access

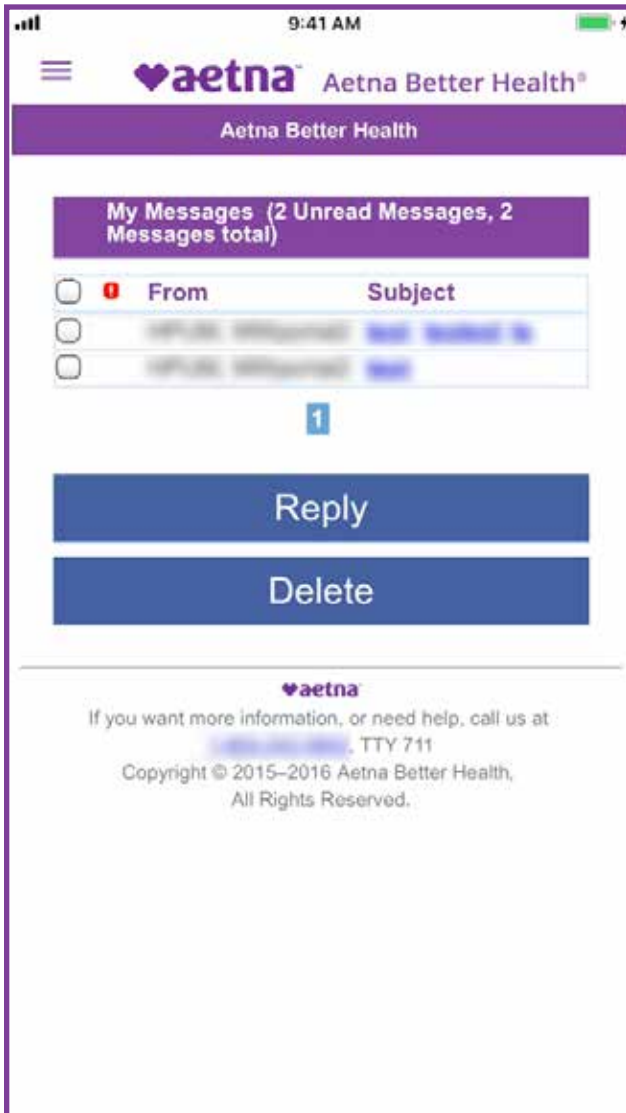
Application Access

Third-Party App Access

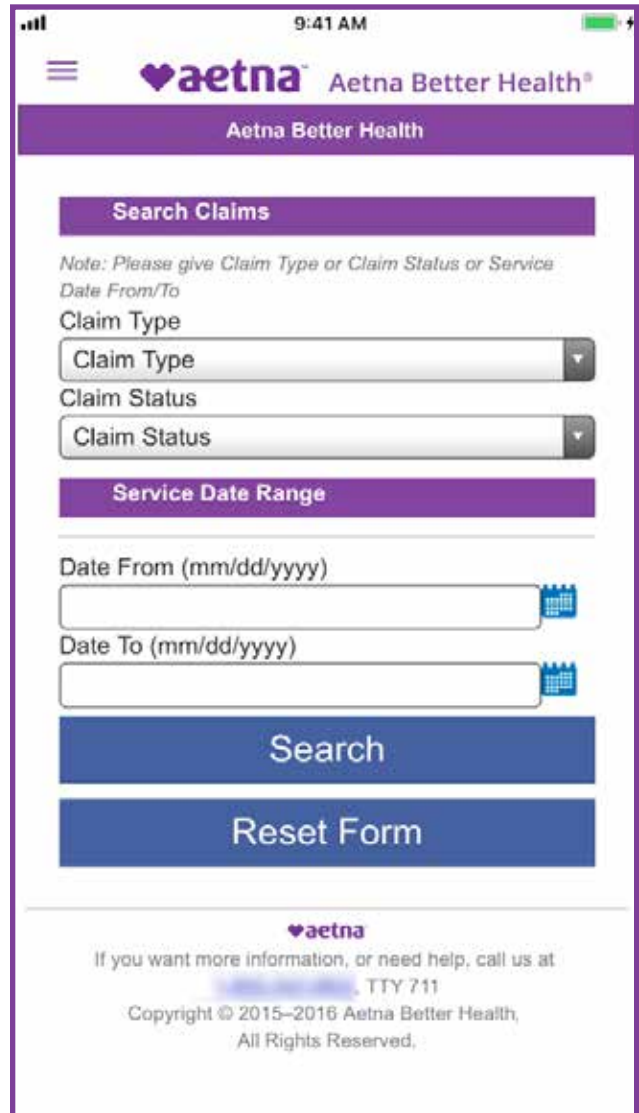
Learn about the risks and how your data will be shared

You have not provided access to any applications.

12 My messages



13 My claims



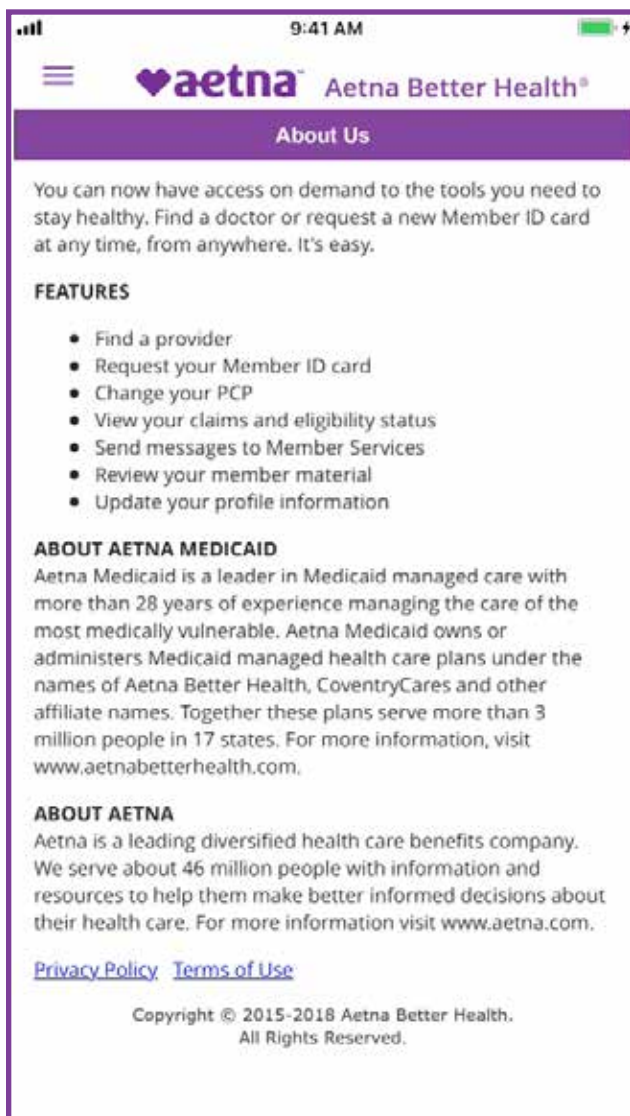
13.1 Claims results



Enter your claim type, claim status and your beginning and ending service dates.

Enter dates as mm/dd/yyyy. Then hit **Search** button.

14 About us



15 Log out

In the menu, when you are done making changes, sending requests or viewing claims ALWAYS remember to hit **Log out**.