

AETNA TIPS

Medical and Pharmacy ID Cards

If you newly enroll or change your Aetna medical plan, you will receive **medical and pharmacy ID cards** from Aetna and Optum Rx in the mail. Otherwise, your current medical and pharmacy cards will work from year to year. You can log in to the Aetna portal to request additional cards. If you are new to an Aetna medical plan or changed your medical plan election, be sure to provide your doctors and pharmacy with your new member information.

For your convenience, your Aetna medical cards also contain the information needed for pharmacy claims.

Electronic ID Cards

An electronic card is always available on your Aetna or Optum mobile app. Log in for access 24/7.

Aetna Health Member Portal

Access your Aetna information on the go with the Aetna member portal and app. You will have access to:

- ID cards
- In-network and telehealth provider search tools
- Health plan summary and coverage information
- Medical spending tracker
- Claims details and much more

Visit health.aetna.com to create an account and log in to your member website.

Mobile app: Scan the QR codes below to download the app and create an account.



In-Network Doctors and Facilities

Choosing an in-network doctor helps you save money, ensures quality care, and maximizes your health benefits. Aetna has a nationwide network of quality providers. Check to see if your doctor is in the Aetna network:

- Visit health.aetna.com
- Select *Find Care & Pricing*

You have the option to search by name, condition, specialty, location, or service.

Save Time and Money

Before your next doctor's appointment or procedure, consider these important money and time savers:

- **Connect with a Rightway advocate.** Scan the QR code to download the Rightway™ app for personalized guidance—including help finding the best in-network providers and scheduling appointments, assessing your symptoms and determining next steps, providing upfront pricing, and more. 
- **Get familiar with your plan.** Before you seek care, it's a good idea to understand your plan: what it covers, your annual deductible, and what your portion of care might cost. Log in to health.aetna.com or the mobile app for details about your coverage.
- **Stay in-network.** When you make an appointment, log in to health.aetna.com to verify that your doctor or facility participates in the Aetna network to get the best care and value.

Know Where to Go for Care

Having a relationship with your primary care provider (PCP) is essential, but sometimes your PCP is not available. When you need care after hours, on holidays, or weekends, here are some tips to help you know the best place to go to get the care that you need, when you need it:

	Primary Care Provider (PCP)	Virtual Visit	Urgent Care	Emergency Room
When to Use It	• Preventive care • Common illnesses • Condition management	• Ear or sinus infections • Colds & flu • Sore throats • Rashes • Urinary tract infections	• Sprains • Broken bones • Stitches	• Chest pains • Difficulty breathing • Seizures • Sudden numbness • Uncontrolled bleeding
Visit Cost	\$	\$	\$\$\$	\$\$\$\$
Average Wait Time	Wait times vary	A few minutes	About an hour	A few hours
Access	Standard office hours	24/7/365 video or online chat	Extended business hours	24/7

Urgent Care or Emergency Room (ER)?

It can be easy to confuse an ER facility with an urgent care clinic, especially when you're eager to get medical care. Here are a few tips to help determine the difference:

	Urgent Care	Emergency Room
Signage	Includes 'Urgent Care' or 'Minute Clinic' Note: Urgent care clinics may charge ER rates after hours or if you require more extensive procedures (e.g., sonogram).	Often has 'Emergency Clinic' or 'ER' in the name and are staffed for emergency services, so you can expect to pay ER rates.
Location	Found in standalone buildings or medical plazas	May be freestanding buildings, but are usually connected to a hospital ER standalone clinics are NOT recommended due to cost, and life-threatening issues often require transportation to a hospital, incurring more costs.
Hours of Operation	Extended but limited hours (typically closing by 8 pm)	Open 24/7—even if they are not connected to a hospital

The information in this document is for general information and not intended as medical advice. Confirm terms and conditions with the facility or Aetna. **In an emergency, call 911.**