

# AETNA BETTER HEALTH® OF ILLINOIS

## 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 change 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

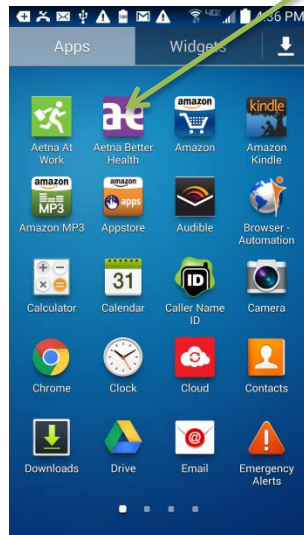
- Find a provider
- Request your Member ID card
- Change your PCP
- View your claims and prescriptions
- Message Member Services for questions or support
- Update your phone number, address and other important member details

### Download app

To get the mobile app, you can download it from **Apple's App Store** or **Google's Play Store**. It is free to download. This application 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 this app.
- Just have your member ID card with you.



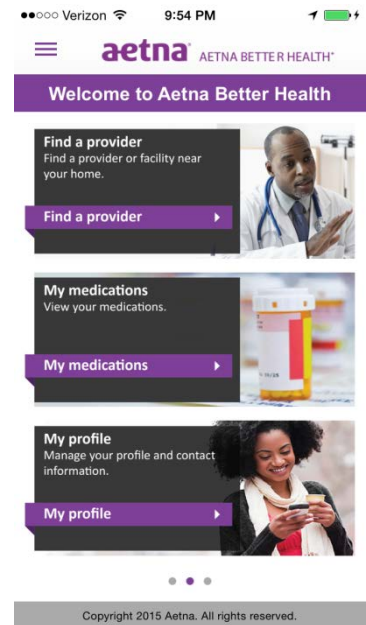
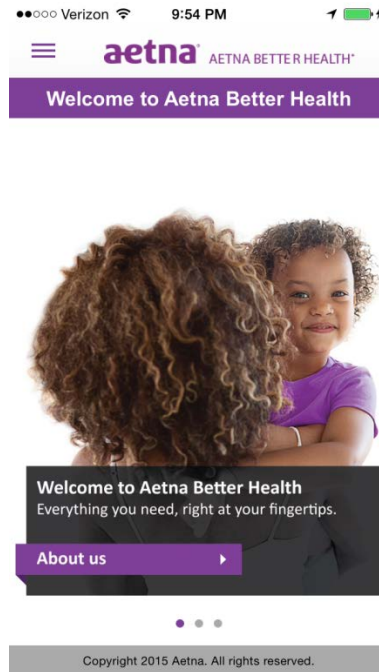
Device	OS Version
All Apple Devices	7.1 and above
All Android Devices	4.2 and above

# Walking through the app

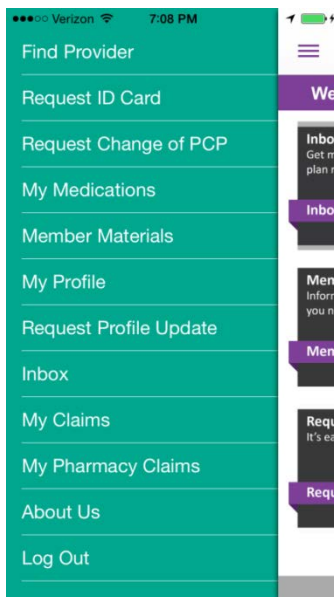
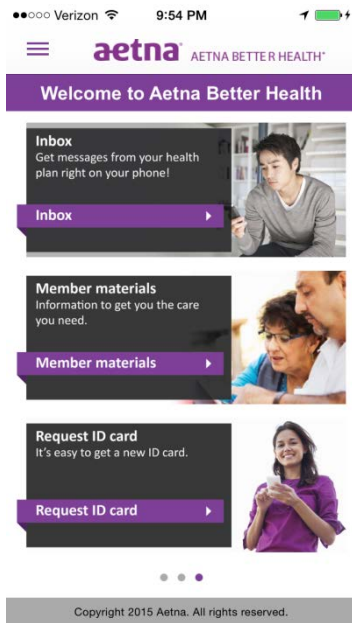
## 1. Splash page



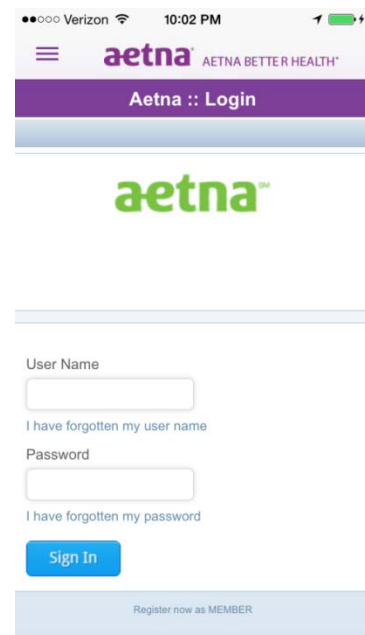
## 2. Welcome pages



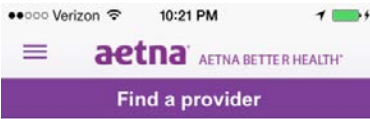
## 3. Click on menu



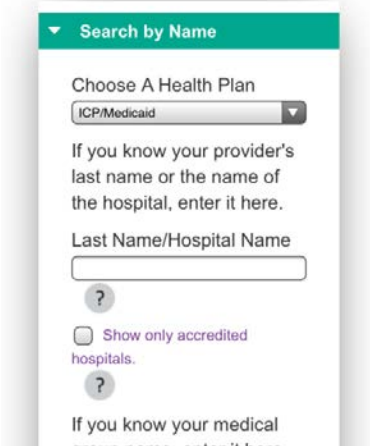
## 4. Log in



## 5. Find a provider



### Find a provider



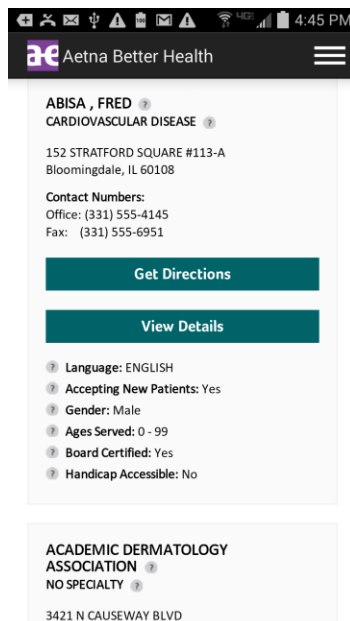
## There are different ways you can use the search:

**Search by Name:** Fill in the last name of the provider, hospital or medical group. Do not type "doctor" or "Dr." in the search box.

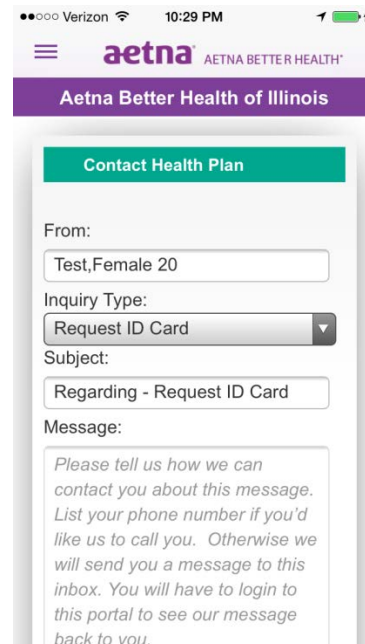
**Search by Location:** Fill in a ZIP code. If you want to search in a general area, enter a ZIP code and select how many miles around the ZIP code you want to search. You can also search by city. If searching by location for:

- A **Primary Care Provider (PCP)**, select PCP from the drop down menu in the specialty type box
- A **Hospital**, select Hospital from the drop down menu in the specialty type box
- A **Specialist**, select the desired Specialist from the drop down menu in the specialty type box

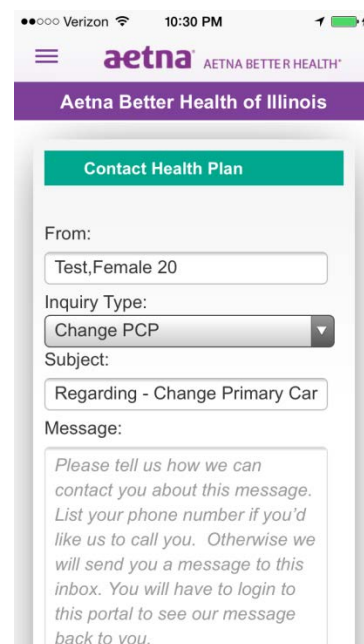
### 5.1 Provider results



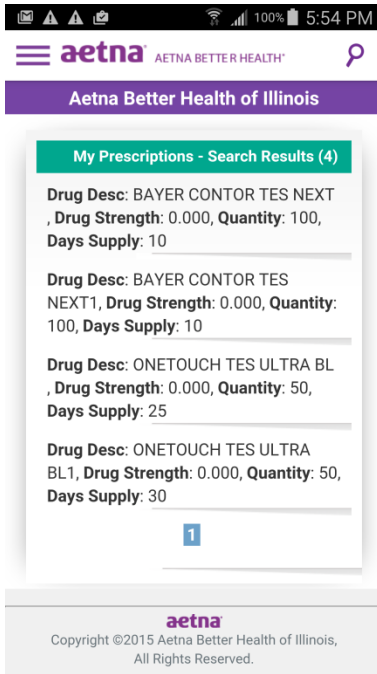
### 6. Request ID card



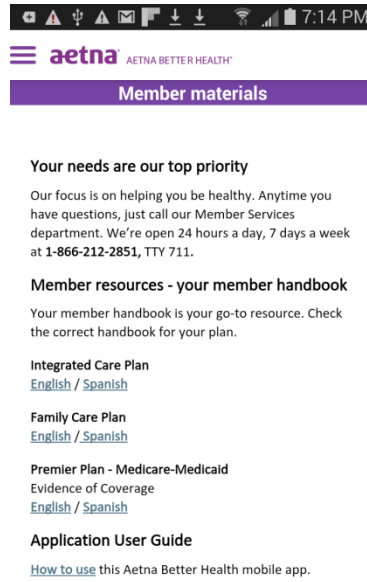
### 7. Change PCPs



## 8. My prescriptions

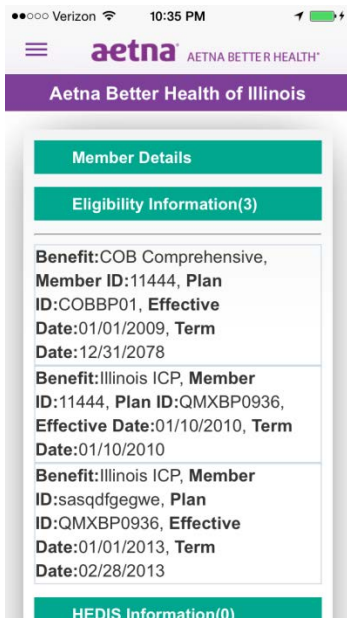


## 9. Member materials

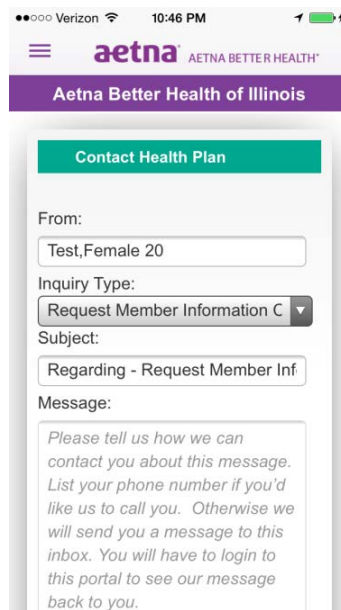


On this page you will find your member handbook, an app user guide and other important information.

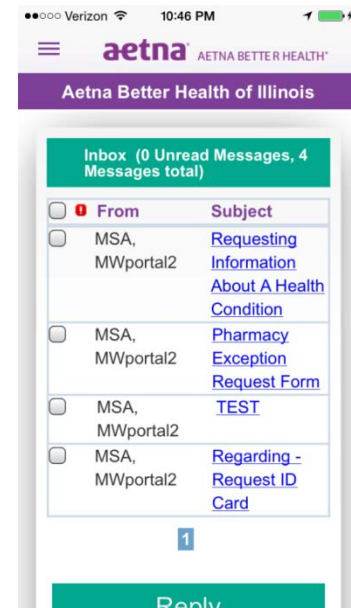
## 10. My Profile



## 11. Request Profile Update



## 12. In box



## 13. My Claims

Verizon 10:53 PM

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**Search Claims**

Note: Please give Claim Type or Claim Status or Service Date From/To

Claim Type  
Claim Status

Service Date Range

Date From (mm/dd/yyyy)  
01/01/2015

Date To (mm/dd/yyyy)  
01/31/2015

Search  
Cancel

Enter your claim type, claim status and your beginning and ending service dates. Enter dates as mm/dd/yyyy. Then hit Search button.

## 13.1. Claims results

Verizon 7:11 PM

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**Claim - Search Results (20)**

Claim ID: 15044C007217, Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount : \$450.00, Total Paid: \$110.54

View Details

Claim ID: 15044C007270, Provider Name: CHASE HEALTH CARE, Claim Status: PAID, Total Billed Amount : \$47.00, Total Paid: \$0.00

View Details

Claim ID: 15044C007342, Provider Name: CHASE HEALTH

## 14. My Pharmacy Claims

Verizon 7:44 PM

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**Search Pharmacy Claims**

Note: Please give Service Date From/To. An open search will show you claims for the last 90 days.

Service Date Range

Date From (mm/dd/yyyy)

Date To (mm/dd/yyyy)

Search  
Cancel

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## 14.1 Pharmacy Claim Results

Verizon 100% 5:55 PM

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**Pharmacy Claim - Search Results (6)**

Date of Service: 05/11/2014, Drug Description: ONETOUCH TES ULTRA BL1, Qty: 50, Days Supply: 25, Pharmacy: WALMART PHARMACY 10-, Billed Amount: 60.46, Prescription #: 7383399

Date of Service: 12/11/2014, Drug Description: BAYER CONTOR TES NEXT1, Qty: 100, Days Supply: 10, Pharmacy: WALGREENS 05059, Billed Amount: 67.29, Prescription #: 821890

Date of Service: 05/11/2015, Drug Description: BAYER CONTOR TES NEXT1, Qty: 100, Days Supply: 10, Pharmacy: WALGREENS 05059, Billed Amount: 67.29, Prescription #: 821890

Date of Service: 05/11/2015, Drug Description: ONETOUCH TES ULTRA BL1, Qty: 50, Days Supply: 30,

## 15. About Us

Verizon 2:48 PM

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About Us

You can now have access on demand to the tools you need to stay healthy. Find a doctor or request a new Member ID card at any time, from anywhere. It's easy.

**FEATURES**

- Find a provider
- Request your Member ID card
- Change your PCP
- View your claims and eligibility status
- Send messages to Member Services
- Review your member material
- Update your profile information

**ABOUT AETNA MEDICAID**

Aetna Medicaid is a leader in Medicaid managed care with more than 28 years of experience managing the care of the most medically vulnerable. Aetna Medicaid owns or administers Medicaid managed health care plans under the names of Aetna Better Health, CoventryCares and other affiliate names. Together these plans serve more than 3 million people in 17 states. For more information, visit [www.aetnabetterhealth.com](http://www.aetnabetterhealth.com).

**ABOUT AETNA**

Aetna is a leading diversified health care benefits

## 16. Log out

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