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.
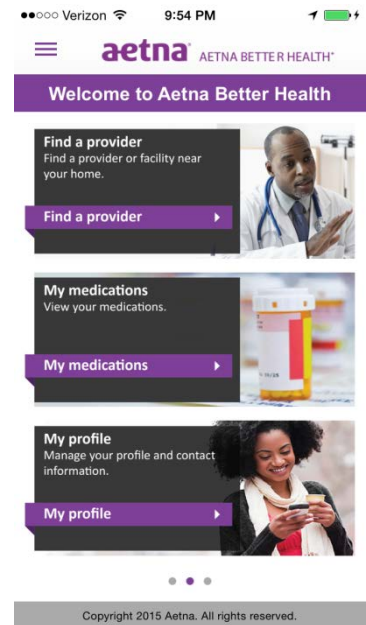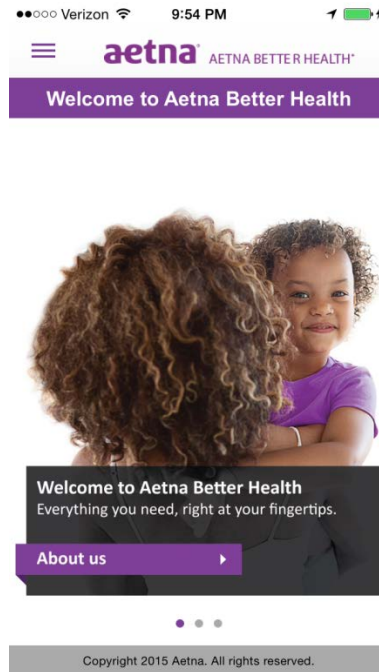- Just have your member ID card with you.
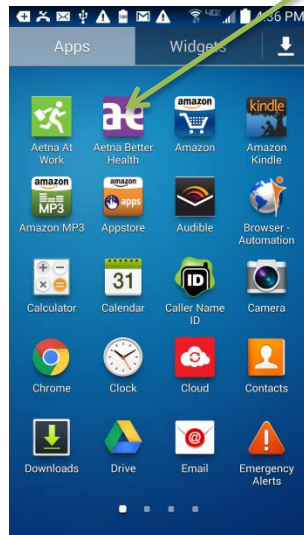
Device	OS Version
All Apple Devices	7.1 and above
All Android Devices	4.2 and above

Walking through the app
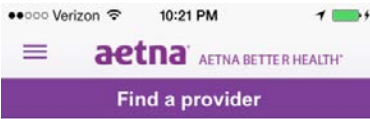
1. Splash page

2. Welcome pages

Welcome to Aetna Better Health
Everything you need, right at your fingertips.

About us

Welcome to Aetna Better Health
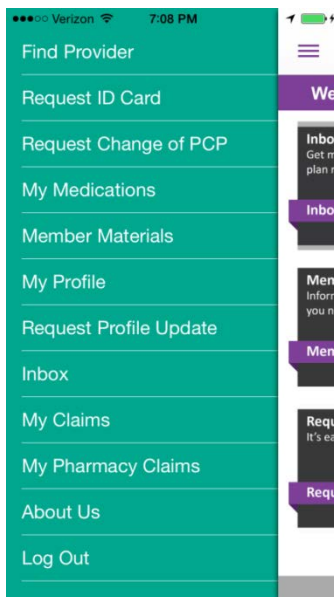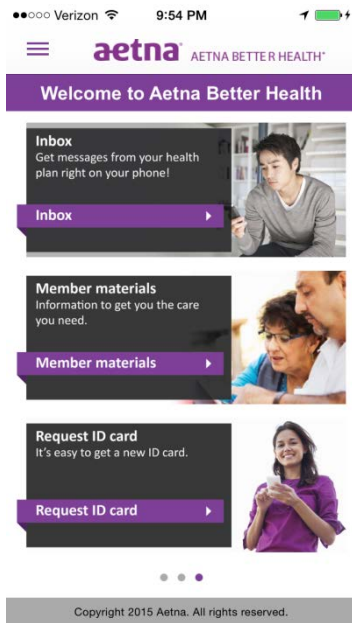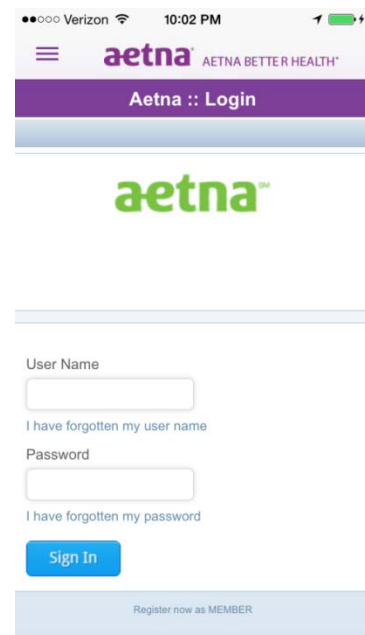
Find a provider
Find a provider or facility near your home.

Find a provider

My medications
View your medications.

My medications

My profile
Manage your profile and contact information.

My profile

3. Click on menu

4. Log in

Welcome to Aetna Better Health

Inbox
Get messages from your health plan right on your phone!

Inbox

Member materials
Information to get you the care you need.

Member materials

Request ID card
It's easy to get a new ID card.

Request ID card

Find Provider

Request ID Card

Request Change of PCP

My Medications

Member Materials

My Profile

Request Profile Update

Inbox

My Claims

My Pharmacy Claims

About Us

Log Out

Aetna :: Login

User Name

I have forgotten my user name

Password

I have forgotten my password

Sign In

Register now as MEMBER

5. 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
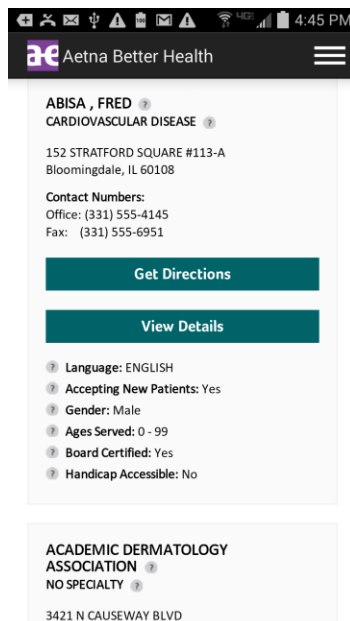
6. Request ID card
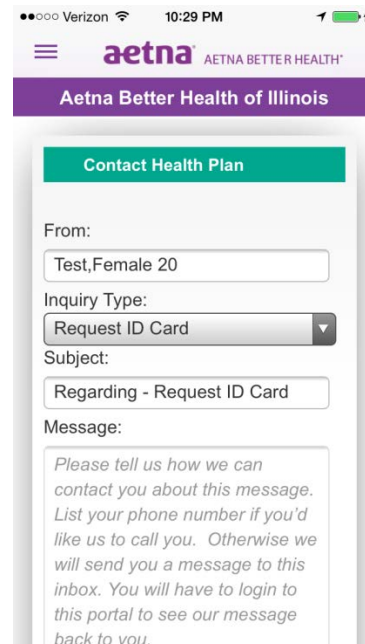
7. Change PCPs
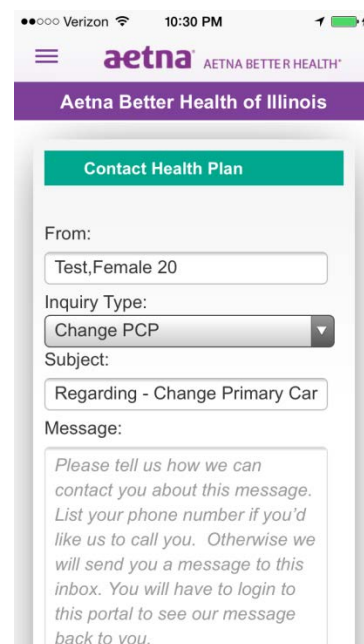
8. My prescriptions
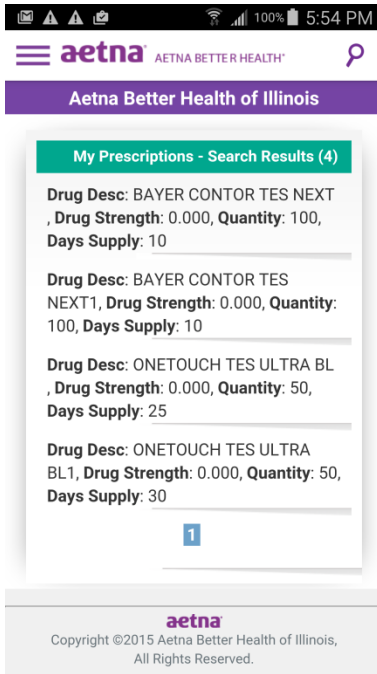
9. Member materials
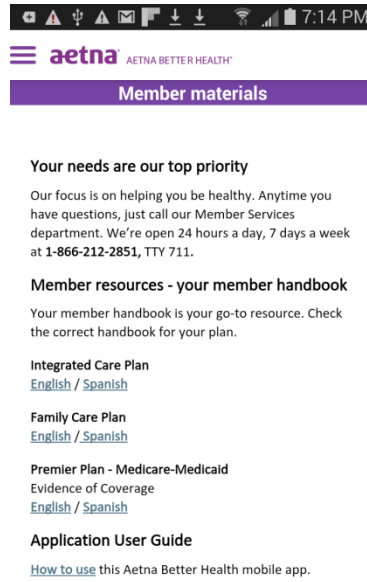
On this page you will find your member handbook, an app user guide and other important information.

10. My Profile
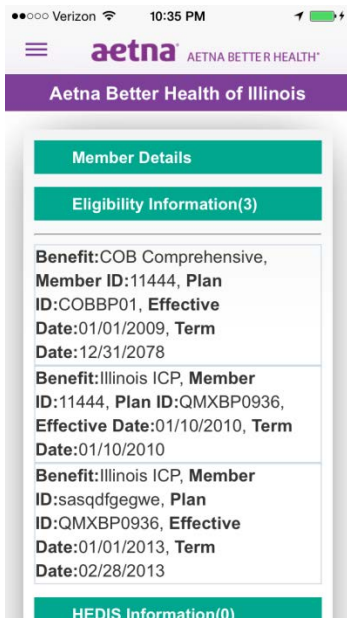
11. Request Profile Update
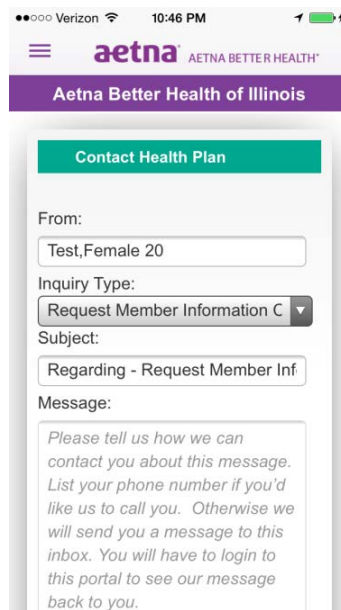
12. In box
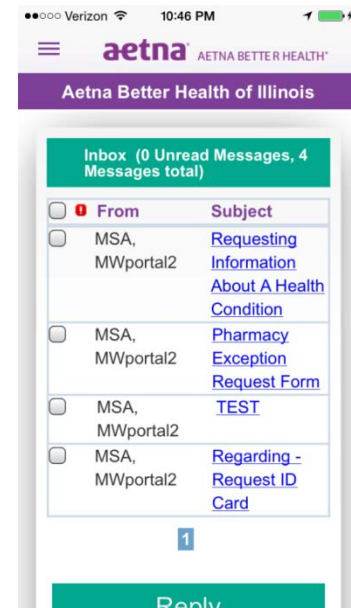
13. My Claims

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

14. My Pharmacy Claims

14.1 Pharmacy Claim Results

15. About Us

16. Log out

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