



How to Complete the Aetna Online Health Assessment

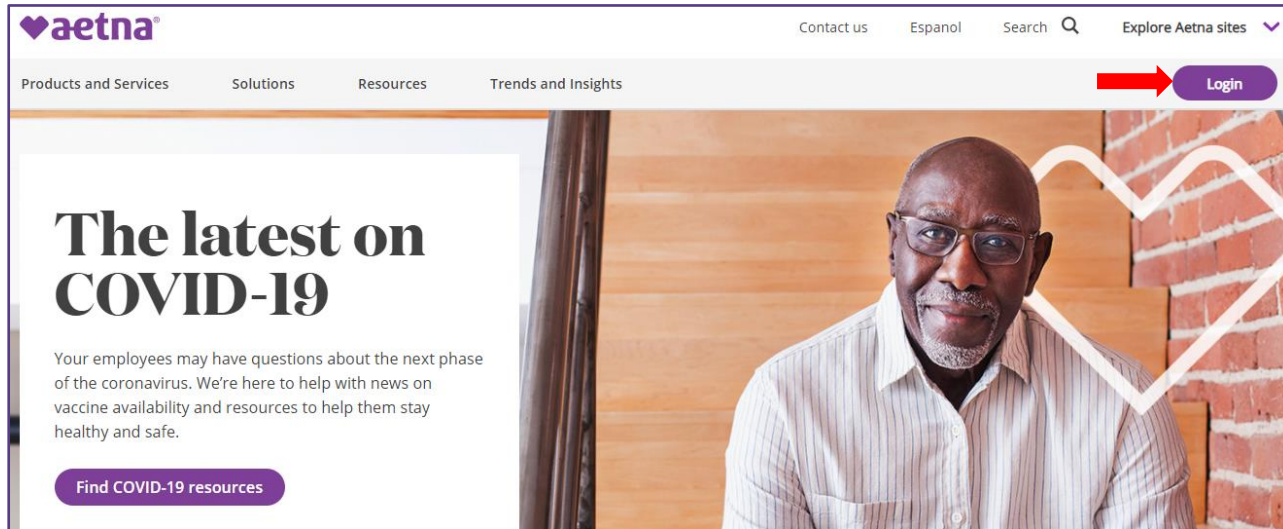


August 2021

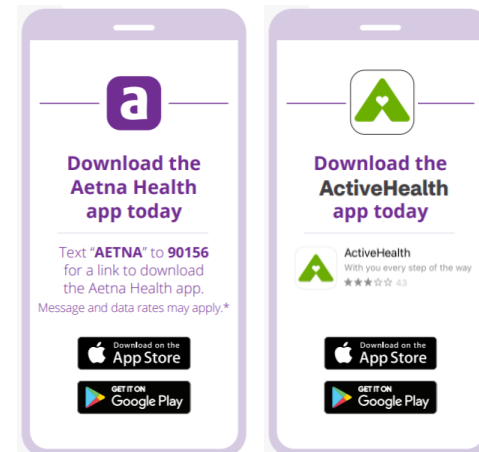
Step One:
Complete Your Aetna
Online Health Assessment

It all starts by accessing your secure member website.

Login to or register for your secure member website from www.aetna.com.



Note: You can also use your smartphone to access the Well-being Assessment from the Aetna Health App and all of the Well-being Resources including the Well-being Assessment and Digital Coaching Programs from the ActiveHealth App.



If this is your first time accessing your Aetna Member Website, click “Register” to create your account. If you have already set up your account, click “Login.”

The screenshot shows the Aetna Member Website login page. The header includes the Aetna logo, navigation links (Contact us, Espanol, Search, Explore Aetna sites), and a 'Login' button. The main content area is titled 'Select your role to login' and features a sidebar with role selection (Member, Agents/Brokers, Employer, Medical Provider, Dental Provider) and a central 'MEMBER LOGIN' section. The 'MEMBER LOGIN' section includes a 'Login' button, a link for Medicare members, and a link for forgotten usernames or passwords. The 'DON'T HAVE AN ACCOUNT?' section includes a 'Register' button. Red arrows point to the 'Login' and 'Register' buttons.

Select your role to login

MEMBER LOGIN

Find care, manage costs, try a health program and more. It's all about you.

If you're a Medicare member login here.

Login

Forgot your [username](#) or [password](#)?

DON'T HAVE AN ACCOUNT?

It's easy to register. And when you do, you'll get access to tools, tips and programs to help you reach your healthiest you.

Register

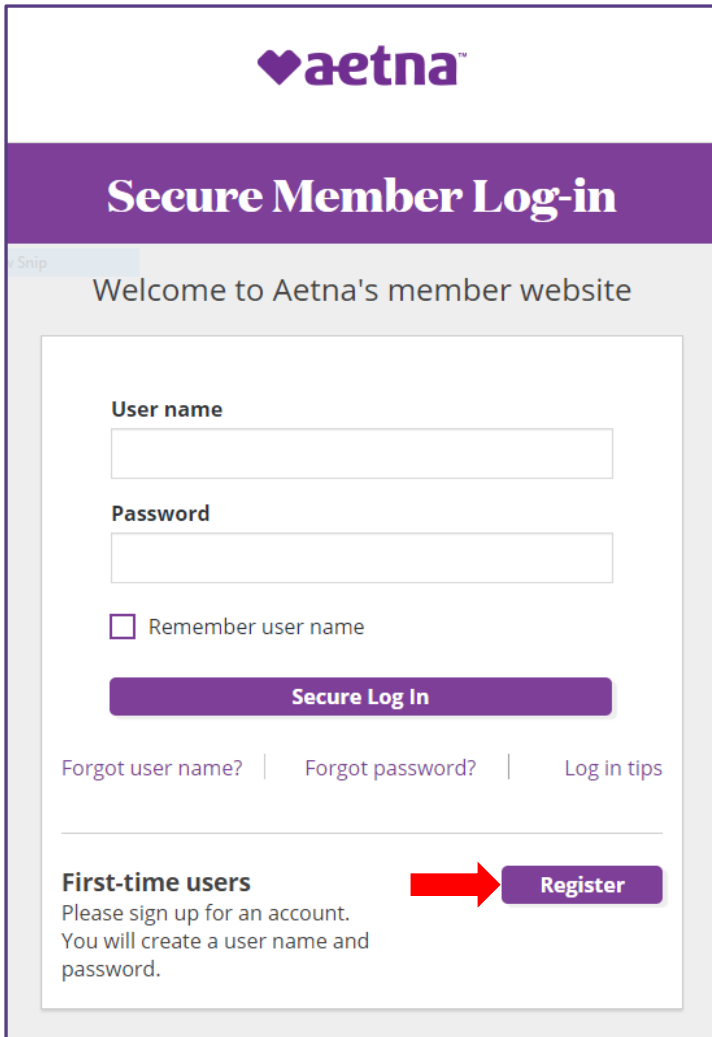
HAVING TROUBLE SIGNING IN

We're here to help. Just [contact Member Services](#). Or call the number on your ID card.

Download the new Aetna HealthSM app to make it easier to manage your benefits on the go!

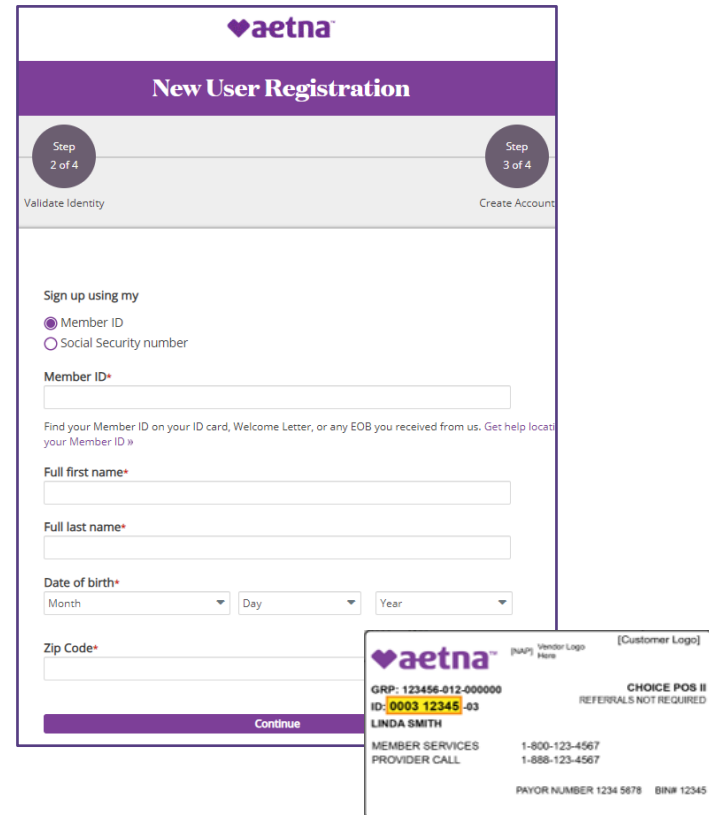
Download on the App Store | GET IT ON Google Play

Enter your user name and password, or click to register as a New User.



The image shows the Aetna Secure Member Log-in page. At the top is the Aetna logo. Below it is a purple header with the text "Secure Member Log-in". The main content area has a light gray background and contains a white box with the following elements:

- A "Welcome to Aetna's member website" message.
- Fields for "User name" and "Password".
- A checkbox labeled "Remember user name".
- A purple "Secure Log In" button.
- Links for "Forgot user name?", "Forgot password?", and "Log in tips".
- A section for "First-time users" with the text: "Please sign up for an account. You will create a user name and password." and a red arrow pointing to a purple "Register" button.



The image shows the Aetna New User Registration page. At the top is the Aetna logo. Below it is a purple header with the text "New User Registration". The page is divided into two steps: "Step 2 of 4: Validate Identity" and "Step 3 of 4: Create Account". The "Validate Identity" section contains the following elements:

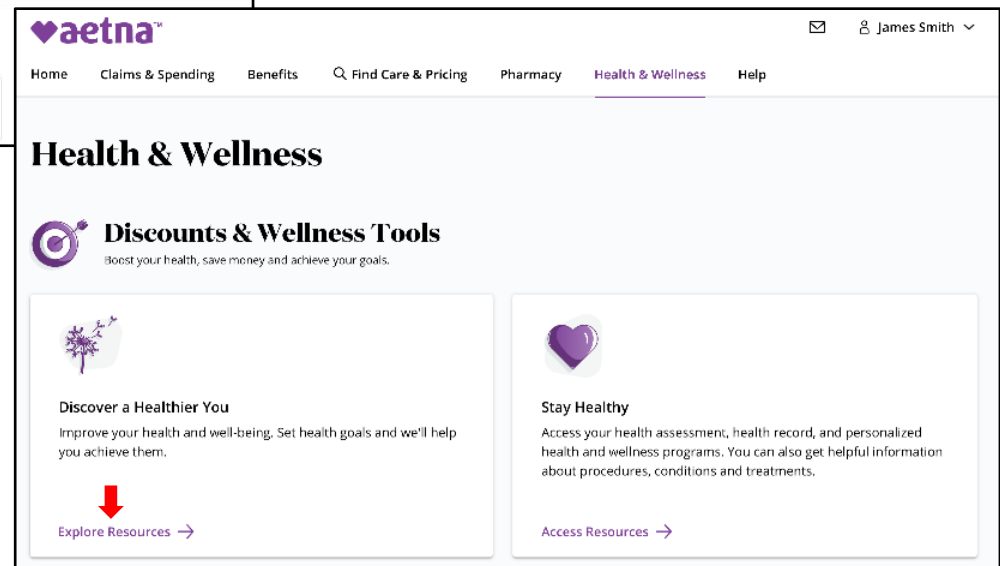
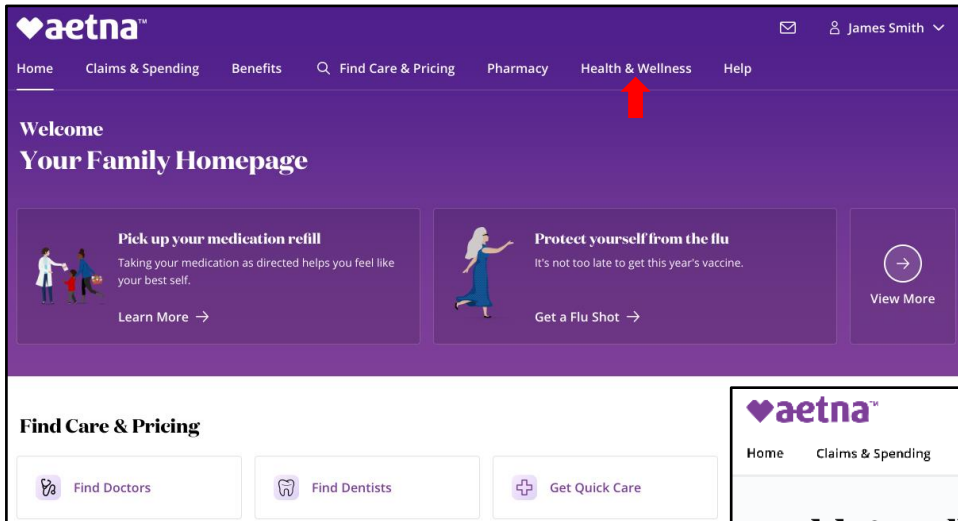
- Radio buttons for "Sign up using my" with options "Member ID" (selected) and "Social Security number".
- A "Member ID*" field.
- A link: "Find your Member ID on your ID card, Welcome Letter, or any EOB you received from us. Get help locating your Member ID »".
- Fields for "Full first name*" and "Full last name*".
- A "Date of birth*" section with dropdowns for "Month", "Day", and "Year".
- A "Zip Code*" field.
- A purple "Continue" button.

At the bottom right, there is a preview of the Aetna ID card for Linda Smith. The ID card displays the following information:

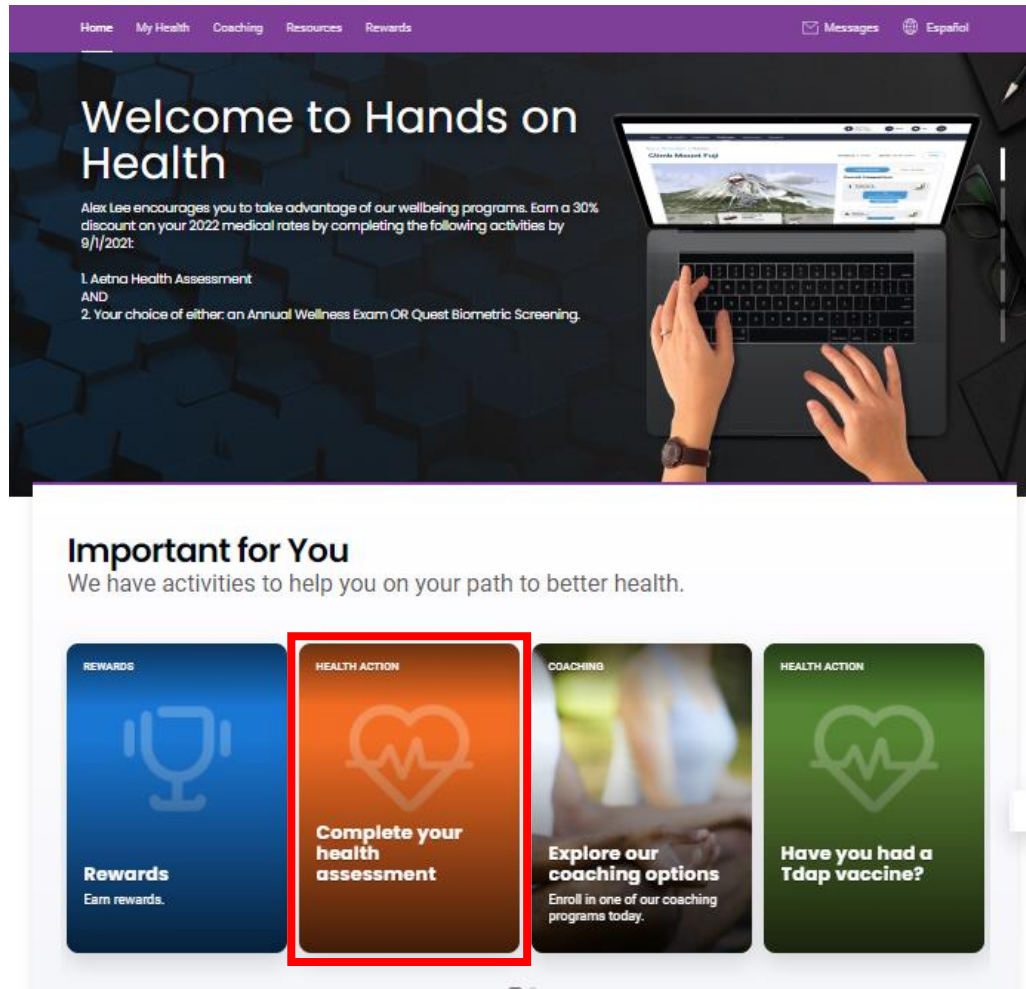
- Aetna logo and "Member ID" label.
- GRP: 123456-012-000000
- ID: 0003 12345-03
- NAME: LINDA SMITH
- MEMBER SERVICES PROVIDER CALL: 1-800-123-4567, 1-888-123-4567
- PAYOR NUMBER 1234 5678 BIN# 12345
- CHOICE POS II REFERRALS NOT REQUIRED

When registering as a new user, you will either need your WID # from your Aetna ID Card or your Social Security Number.

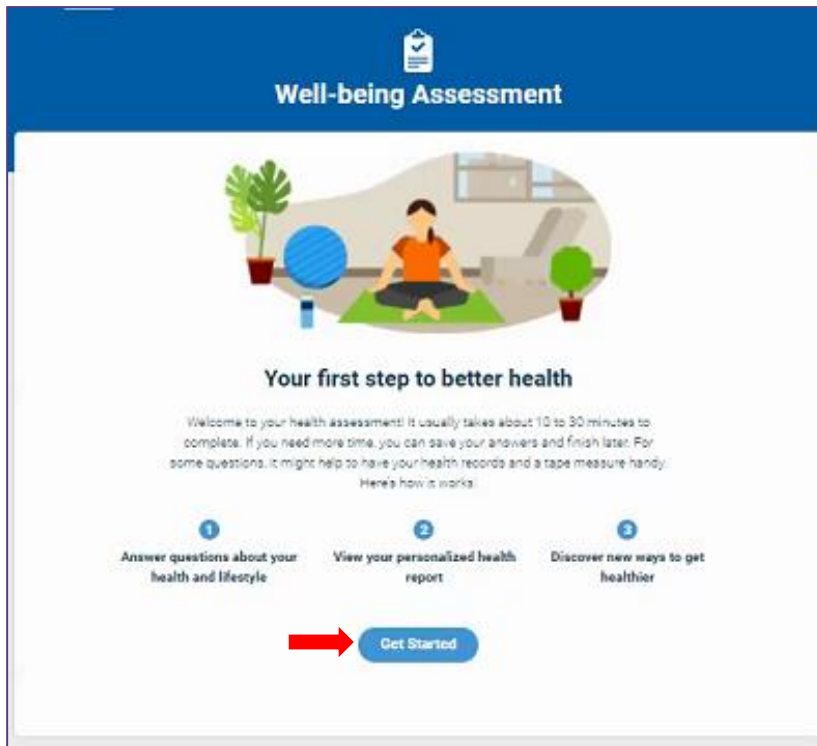
Once logged in, click on Health & Wellness tab.
The Health & Wellness landing page will open, where
you need to select the “Explore Resources” link
under the “Discover a Healthier You” section.



The next screen is your Member Health Site home page. Click on the orange tile that says “Complete your health assessment” to begin.



The Well-being Assessment will open. Click on “Get Started” and then on “Continue” on the next screen. Answer the questions as prompted and click next to go to the next question.



The landing page for the Well-being Assessment features a blue header with a clipboard icon and the title "Well-being Assessment". Below the header is an illustration of a person meditating on a green mat in a room with a potted plant and a window. The main heading is "Your first step to better health". A welcome message states: "Welcome to your health assessment! It usually takes about 10 to 30 minutes to complete. If you need more time, you can save your answers and finish later. For some questions, it might help to have your health records and a tape measure handy. Here's how it works:" Below this is a three-step process: 1. Answer questions about your health and lifestyle, 2. View your personalized health report, and 3. Discover new ways to get healthier. A red arrow points to a blue "Get Started" button at the bottom.

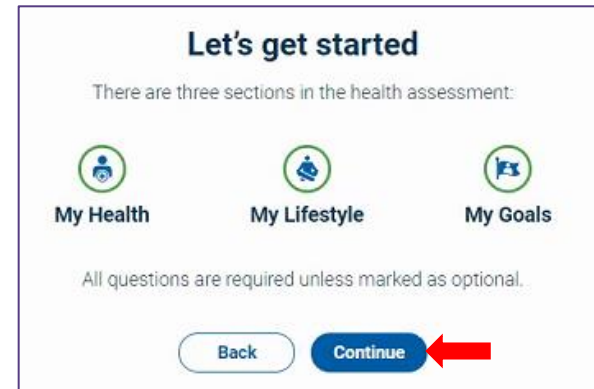
Well-being Assessment

Your first step to better health

Welcome to your health assessment! It usually takes about 10 to 30 minutes to complete. If you need more time, you can save your answers and finish later. For some questions, it might help to have your health records and a tape measure handy. Here's how it works:

- 1 Answer questions about your health and lifestyle
- 2 View your personalized health report
- 3 Discover new ways to get healthier

Get Started



The "Let's get started" screen has a white background. The title "Let's get started" is in bold. Below it, the text says "There are three sections in the health assessment:". Three icons in green circles represent "My Health" (a person), "My Lifestyle" (a person with a magnifying glass), and "My Goals" (a flag). Below these icons, the text states "All questions are required unless marked as optional.". At the bottom, there are two buttons: a white "Back" button and a blue "Continue" button with a red arrow pointing to it.


Let's get started

There are three sections in the health assessment:

- My Health
- My Lifestyle
- My Goals

All questions are required unless marked as optional.

Back **Continue**



The "My Health" section screen has a white background. The title "My Health" is in bold, with "Section 1 of 3" below it. A progress bar shows "0%". Below the progress bar is a blue icon of a person. The question is "In general, how would you describe your health?". There are five radio button options: "Excellent", "Very good", "Good", "Fair", and "Poor". At the bottom, there are two buttons: a white "Back" button and a grey "Next" button with a red arrow pointing to it.

My Health
Section 1 of 3

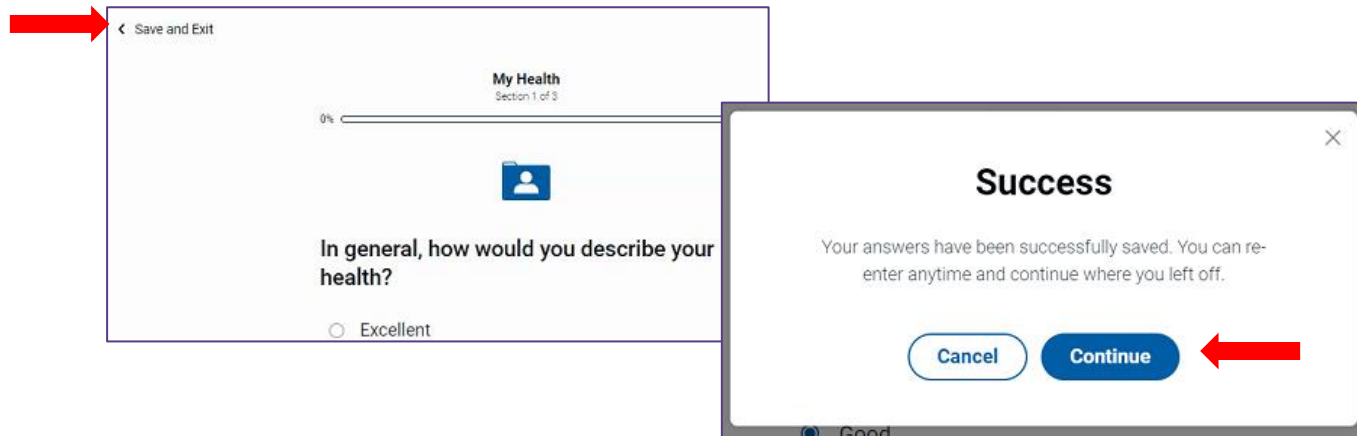
0%

In general, how would you describe your health?

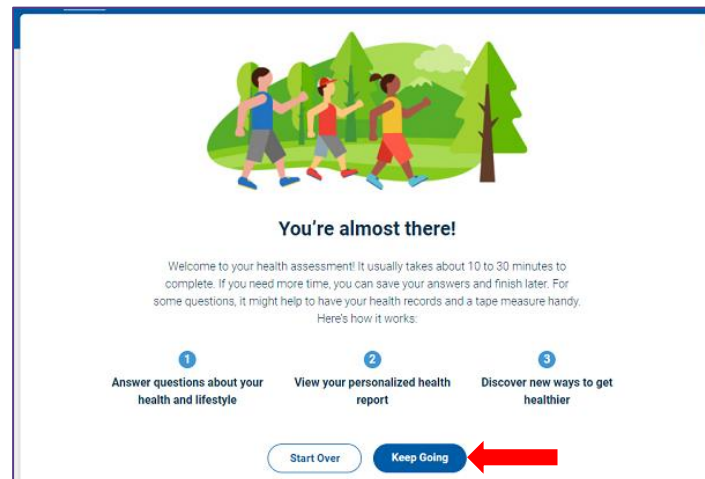
- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

Back **Next**

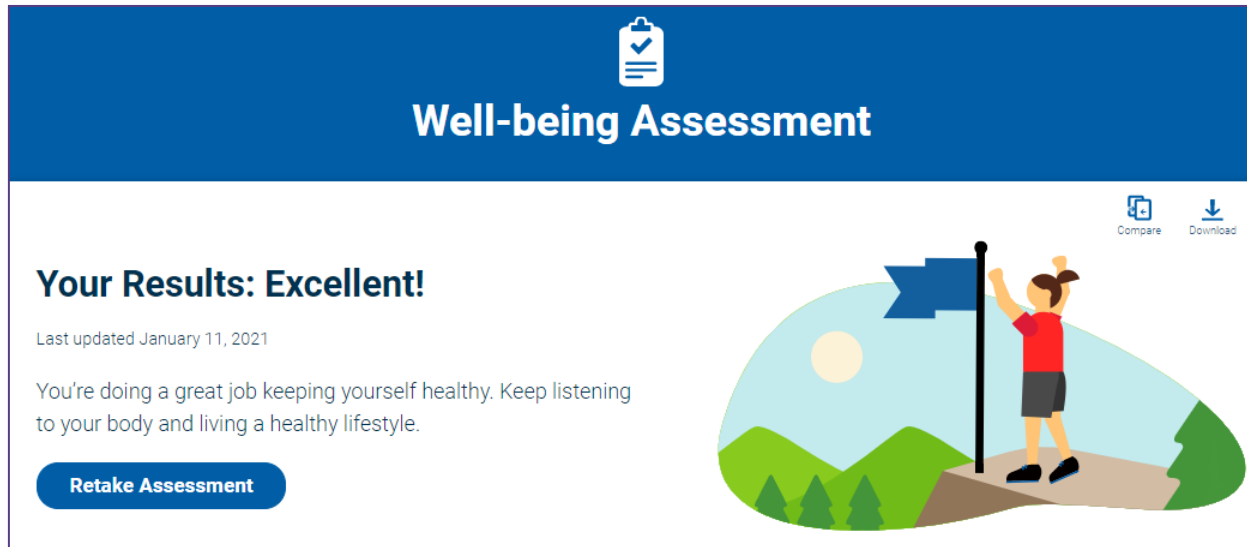
If you have to stop in the middle of the Well-being Assessment, you can click the “Save and Exit” button at the top left corner of the page then click continue.



When you log back in to complete it later, the Well-being Assessment will prompt you to start where you left off.



A message will appear when you have completed the Well-being Assessment showing your results.



You can download your results or you can compare your results from year to year by clicking on the links at the top right side of the page.

For further assistance, please contact:

Alex Lee HANDS ON HEALTH



Aetna Concierge

1 (800) 776-0360

**Kristine White, Aetna Wellbeing
Consultant**

828-244-7616

kristine.white@alexlee.com

**Katherine Onken, Aetna Wellbeing
Coordinator**

336-425-1941

katherine.onken@lowesfoods.com