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# Aetna Member Website Registration

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# Web browser Desktop View:

From [www.aetna.com](http://www.aetna.com) member accesses login page:



### Secure Member Sign-In

Username

Password

Remember username

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[Forgot username or forgot password?](#)

### New Members

If you're a new member, you'll need to create an online account.

[Create Account](#)



# Member selected "Create Account" to start flow:



English

## Create Your Online Account

Step 1 of 3

Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

#### Choose your plan type

- Employer-sponsored — through your work or school
- Medicare
- Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Choose ID option

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Continue

### Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.



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# Member chooses Aetna Member ID option:



English

## Create Your Online Account

Step 1 of 3

Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

**Find Your Plan**  
Tell us a little about yourself and we'll look up your plan. All fields are required.

**Choose your plan type**

Employer-sponsored — through your work or school

Medicare

Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

Aetna Member ID

ID

First Name

Last Name

Date of Birth (MM/DD/YYYY)

[Continue](#)

**Find Your Member ID**

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**CHOICE POS II**

**aetna**

Plan Name  
Group 123456-010-78910

ID **W1234 56789**

LINDA SMITH

MEMBER SERVICES  
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## Create Your Online Account

Step 1 of 3

Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

### Choose your plan type

- Employer-sponsored — through your work or school
- Medicare
- Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

North Carolina State Health Plan members, choose Aetna Member ID and use your Member ID to find your plan.

Social Security Number

How we use your Social Security Number

First Name

Last Name

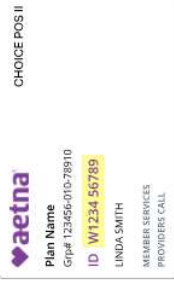
Date of Birth (MM/DD/YYYY)

Continue

### Find Your Member ID

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# Registration Step 1: Find Your Plan



English

## Create Your Online Account

Step 1 of 3

Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

#### Choose your plan type

- Employer-sponsored — through your work or school
- Medicare
- Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Continue

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# Registration Step 2: Verify Identity



## Create Your Online Account

Step 2 of 3

Verify Identity

Next: Set Up Account

Find Plan

Verify Identity

Set Up Account

### Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on file, or add a new one.

Select method

Email to m\*\*\*\*\*ns@aetna.com

Add and verify new email or mobile number

Continue

### Need Help?

For help with your online account, contact us at 1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.



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# Registration Step 3: Set Up Access



## Create Your Online Account

Step 3 of 3

Set Up Account

Find Plan

Verify Identity

Set Up Account

### Set Up Account

Create a username and password below. All fields are required.

Create a Username

Sam@12345

Create a Password

.....

Select a Security Question

What was your high school mascot?

Security Answer

....

4/30

Enter Email Address

.....

By checking the box below, you agree to the [Terms and Conditions](#).

I agree to the [Terms and Conditions](#)

Continue

**Need Help?**  
For help with your online account, contact us at 1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.

# Registration Step 3: Account Set Up In Progress



## Create Your Online Account

Step 3 of 3  
Set Up Account

Find Plan  Verify Identity  Set Up Account

We're setting up your profile.  
This should just take a moment.



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—

# Aetna Member Website

## Forgot Username

—

# Web browser Desktop View:

From [www.aetna.com](http://www.aetna.com) member accesses login page:



### Secure Member Sign-In

Username

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Remember username

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[Create Account](#)



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# Forgot Username Step 1: Member clicked “Forgot username” in login page to start the flow:



English

### Find Your Username

Tell us a little about yourself and we'll look up your username. All fields are required.

#### Choose your plan type

Employer-sponsored — through your work or school

Medicare

Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

Aetna Member ID

ID

First Name

CYNTHIA

Last Name

GRIFFITHS

Date of Birth (MM/DD/YYYY)

[Continue](#)

### Find Your Member ID

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**aetna**  
Plan Name  
Grp# 123456-010-78910  
ID W1234 56789  
LINDA SMITH  
MEMBER SERVICES  
PROVIDERS CALL  
CHOICE POS II



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# Forgot Username Step 2: Username is retrieved



### Secure Member Sign-In

**i** You already have an online account with us.

We found your online account, just enter your password to sign in. If you've changed jobs or plans, you can still use this account.

You'll only need to create a new account if you:

- were covered by someone else's plan and now you're not
- had your own plan and now you are covered by someone else

If this is you, [create a new account](#).

Username

Password

Remember username

**Sign In**

Sign In Without A Password

[Forgot username or forgot password?](#)



—  
**Aetna Member Website**  
**Forgot Password**  
—

# Web browser Desktop View:

From [www.aetna.com](http://www.aetna.com) member accesses login page:



### Secure Member Sign-In

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# Forgot Username Step 1: Member clicked “Forgot username” in login page to start the flow:



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Tell us a little about yourself and we'll look up your username. All fields are required.

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Employer-sponsored — through your work or school

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Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Aetna Member ID

Aetna Member ID

ID

First Name

CYNTHIA

Last Name

GRIFFITHS

Date of Birth (MM/DD/YYYY)

[Continue](#)

### Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

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**aetna**  
Plan Name  
Grp# 123456-010-78910  
ID W1234 56789  
LINDA SMITH  
MEMBER SERVICES  
PROVIDERS CALL  
CHOICE POS II



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# Forgot Username Step 2: Username is retrieved



### Secure Member Sign-In

**i** You already have an online account with us.

We found your online account, just enter your password to sign in. If you've changed jobs or plans, you can still use this account.

You'll only need to create a new account if you:

- were covered by someone else's plan and now you're not
- had your own plan and now you are covered by someone else

If this is you, [create a new account](#).

Username

Password

Remember username

**Sign In**

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# Aetna Member Website Sign In Without A Password

---

# Web browser Desktop View:

From [www.aetna.com](http://www.aetna.com) member accesses login page:



### Secure Member Sign-In

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### New Members

If you're a new member, you'll need to create an online account.

[Create Account](#)



English

**Secure Access,  
Password-Free**

Signing in with a code is fast, safe and easy.

Enter your username and birthdate, then choose text or email and we'll send you a one-time code to access your account.

Username

QA1@CYNTHIA

Date of Birth (MM/DD/YYYY)

01/01/1947

**Continue**

Cancel

Forgot username?



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# Sign In Without A Password Step 2: Verify Identity



## Secure Access, Password-Free

### Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on file to continue.

Select method

Text to \*\*\*-\*\*\*-4107

Email to b\*\*\*\*\*s1@aetna.com

Continue

Cancel



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# Sign In Without A Password Step 2 : Enter OTP



**Secure Access,  
Password-Free**

---

**Verify Your Code**

We sent a six-digit code to **b\*\*\*\*\*s1@aetna.com**.  
Your code expires in ten minutes.

Enter Six-Digit Code

**Continue**

- Need a new code? Get a new code in **18 seconds**
- Can't find your code? Please check your spam folder.



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