## Using Aetna Navigator

For retirees who have Aetna as their Medical or Dental insurance carrier – or who are eligible for the Retiree Reimbursement Account (RRA) administered through Aetna – the Aetna Navigator member website has many useful features and lets users perform a variety of self-service functions online 24 hours a day, 7 days a week.

You can visit the Aetna Navigator to:
- View claim status information and Explanation of Benefits online
- Order member identification cards
- Send secure, online inquiries to Aetna Member Services
- View Retiree Reimbursement Account status (found under the "Flexible Spending Account" heading)

**To register**
Registration is an easy process that provides immediate access to personalized Aetna benefits information.  Here is the registration process:
- Click on this link: www.aetna.com
- Click on Aetna Navigator in the *Quick Tools* drop-down box.
- Click on the *Register* link  (under *Registration & Log* In)
- Complete the requested information to verify that you are an Aetna member
- Select a user name, password and security question

Once the registration is complete, users can access personalized information.  A confirmation letter will be sent via the U.S. Postal Service at the address Aetna has on file.  New users must wait 10 days after registration to view Explanation of Benefits information for the first time due to security reasons.

**Need help?**
Registration assistance is available toll-free, Monday through Friday, from 8 a.m. to 5 p.m. Eastern Time at 1-800-356-6285.  Retirees who call during non-business hours should leave a voice mail message and an Aetna representative will return the call during the next business day.  Questions regarding registration, security and software also can also be answered by clicking on *About Registration* on the Aetna Navigator home page.

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