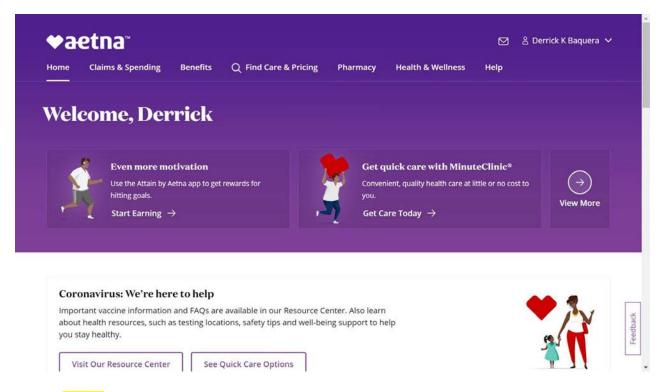
Aetna always recommends calling in. The phone is the most efficient way to ask questions and have them answered but if the preferred method is the portal please see below.

- 1. Step 1:
 - a. Log on to the member portal.
- 2. **Step 2:**
 - a. Click the icon to the right that says "Help"



3. Step3:

- a. It will take you to a new page with the 3 tabs. The first tab is "Call or Write", second tab is "Send Message" and third is "Live Chat".
 - i. The members will want to elect send message. They can submit their claim and email member service directly.

