

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”**

**Home** Claims & Spending Benefits Find Care & Pricing Pharmacy Health & Wellness Help

# Welcome, Derrick

**Even more motivation**  
Use the Attain by Aetna app to get rewards for hitting goals.  
Start Earning →

**Get quick care with MinuteClinic®**  
Convenient, quality health care at little or no cost to you.  
Get Care Today →

View More

**Coronavirus: We're here to help**  
Important vaccine information and FAQs are available in our Resource Center. Also learn about health resources, such as testing locations, safety tips and well-being support to help you stay healthy.

Visit Our Resource Center See Quick Care Options

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.**

Call or Write **Send Message** Live Chat

Send a secure message to our Member Services

\*Required information

\*Topic

Please select a topic.

Please contact me by phone at this number : Ext: (Enter number without spaces, dashes or parentheses)

Please select a topic.

Please contact me by phone at this number : Ext: (Enter number without spaces, dashes or parentheses)