



Aetna Better Health[®] of Kansas
Member Secure Web Portal Guide



Member Secure Web Portal Overview

The Member Secure Web Portal allows you to get access to the tools you need to stay healthy. You can request a new Primary Care provider (PCP), view your Member ID card and get information about a health condition.

Welcome screen

The welcome screen is the first screen you will see after logging into the portal. The welcome screen will list *Health News*, *Highlights* and *Useful Links*. This screen will also allow you to access *My Account*, *Tasks*, and *Administration* screens. You can also send a secure message to the health plan by clicking on one of the links under the *Requests* section.

My Account

The *My Account* screen allows access to:

- My User Details
- Member Benefits
- Change Password
- Change Secret Question
- Manage Data Access
- Change PCP
- My ID Card
- My Care Plan
- My Tasks
- Contact Us
- Support Circle (see below for further description)
- Messaging
- Health Tools

My User Details – Page displays information that Aetna has on file for you. You can make changes to your cell phone number and email address.

Member Benefits – You can see details about your eligibility, needed medical services, current PCP.

Change Password – Page permits you to change your password. You will need to enter a new password and then confirm the same way by re-entering it again,

Change Secret Question – Page permits you to change your security question and answer.

Manage Data Access – You can view and manage which third-party apps have access to your health data.

Change PCP – Page permits you send a message to Member Services and request a change to your primary care provider (PCP).

My ID Card – Page permits you view an electronic version of your Member ID Card. You can send a message to Member Services to request a change to your phone number or email address.

My Care Plan – Page permits you to view health related goals that may have been set up with your Service Coordinator.

My Tasks – Page is where you can view and assign tasks to a member of your Support Circle.

Contact Us – Page permits you send a message to Member Services for questions or support.

Messaging – You can find messages received, sent, or deleted as well as any attachments.

Member Documents – Page includes important messages or information from the health plan in the form of a file attachment.

Tasks Authorization Search – Page allows you to search for authorizations. An authorization is special permission given to provide certain services. You can search by *Authorization Status* or by the *Authorization Date Range*. The *Authorization Date Range* is the period that the authorization is effective. When an authorization is created, your doctor submits a date range.

Claims Search – Page allows you to search for claims. You should refine your search by providing search criteria such as Claim Status, Claim Type, Date Range, etc.

Manage My Health – Page provides you with access to *Active Health Management*. This service is a benefit of your health plan. You can use it to help meet your health goals.

Pharmacy Services – Page provides you with access to your pharmacy benefits.

Pharmacy Claims Search – Page allows you to search for Pharmacy claims. You should refine your search by Service Date Range.

My Prescriptions – Page lists the active medications filled within the last 180 days. You can Print or Download the medication list.

Administration User List – Page allows you to search for members of your Support Circle.

Support Circle – Your Support Circle consists of a group of people that you invite to help in your wellness journey. They can be a close relative, friend or provider. Once they accept your invitation, you can exchange messages. You can assign any task such as pick up a medication or ask for a ride.

- **Add Support Circle** – Page allows you to set up members of your Support Circle.
- **Contact Support Circle** – Page permits you send a message to a member of your Support Circle.
- **Create a Task** – Page allows you assign a task to a member of your Support Circle.

Care Management – Page allows you to access the “*My Care Information*”. You can do the following:

- View and print your own care plan and provide feedback to Care Coordinator, if you have one.
- View your profile which contains:
 - Demographic information
 - Critical caregivers’ names/relationship
 - Utilization during the last year for: hospital stays, ER visits, PCP visits and specialist visits
 - Self-reported conditions and medications (including OTC, herbals and supplements)
 - Medications reported through claims
 - Secure messaging between you and your Service Coordinator
- View and provide updates or feedback on health services needed
- View information about advanced directives
- View upcoming appointments, both in list and calendar formats (if your Service Coordinator has entered them into Dynamo)
- View Health Care Teams and contact information (e.g., primary doctor, specialist, waiver Service Coordinator, caregivers)
- Update their own/member’s phone numbers and email address

Contact Health Plan:

Questions? We're here to help. Just call the Member Services Department at **1-855-221-5656 (TTY: 711)**.

Multi-language interpreter services

English: To access language services at no cost to you, call **1-855-221-5656**.

Spanish: Para acceder a los servicios de idiomas para usted, llame al **1-855-221-5656**.

Vietnamese: Để truy cập các dịch vụ ngôn ngữ miễn phí cho bạn, hãy gọi số **1-855-221-5656**.