



Subject: Incorrect Aetna ID Cards Distributed

Aetna contacted Prisma Health and advised incorrect Aetna ID cards were sent out to Prisma Health Medical Plan members on December 10. The ID cards included incorrect information on CVS, our pharmacy administrator. **There is no impact to your benefits** but wanted to alert you of the error from Aetna.

See correct pharmacy information below that you can use until a corrected card is received:

Bin **004336**  
PCN **ADV**  
Group **RX24FC**

You will be able to get a digital version of your ID card through the [Aetna Member Website](#) or Aetna app once the new cards are distributed.

Should you have any questions, please contact Aetna or CVS using the phone numbers listed below:

- Aetna Member Services # 1-833-860-0395 (will direct members to 833-267-0413 for CVS Customer Care if choose opt # 2)
- CVS Pharmacy Help Desk # 800-364-6331

Aetna sincerely apologizes for the error and is working quickly to correct as quickly as possible.

Please find below ways to access your online ID card via the Aetna website as well as how to request a new ID card.

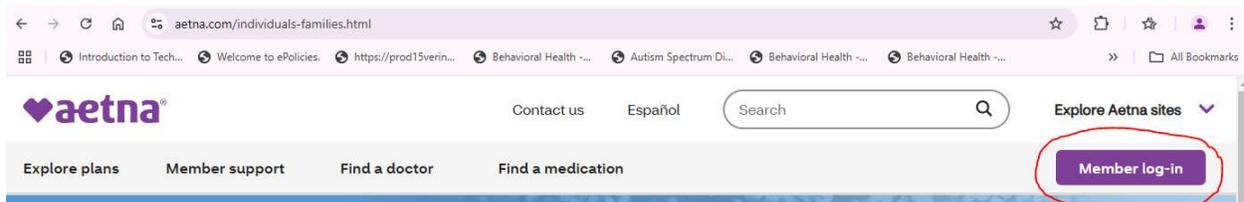
## WELCOME TO THE AETNA MEMBER WEBSITE

TO GET STARTED, GO TO YOUR SEARCH BAR AND SEARCH  
AETNA.COM

WHEN THE PAGE OPENS, ON THE RIGHT SIDE, YOU WILL SEE A  
PURPLE SQUARE THAT STATES  
“MEMBER LOG-IN” (as circled below)

Simply click that box

This will allow you to create or log in to an already created account with  
Aetna



This Secure Member Sign in box will then appear allowing you to create  
your new account or log in to an already created account.

If you are creating a new account, simply click on the box at the bottom  
(highlighted in yellow) to create your new account.

## Secure Member Sign-In

Username

Password



Remember username

Sign In

Sign In Without A Password

[Forgot username](#) or [forgot password?](#)

### New Members

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

Create Account

YOU WILL THEN COMPLETE THE FOLLOWING BOXES TO CREATE YOUR ACCOUNT

\*\*IF YOU DO NOT HAVE AN ID NUMBER AT THIS TIME, YOU CAN USE YOUR SOCIAL SECURITY NUMBER

# PLEASE BE SURE TO USE ID OPTION DROP DOWN TO CHOOSE AETNA MEMBER ID OR SOCIAL SEC #

## 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

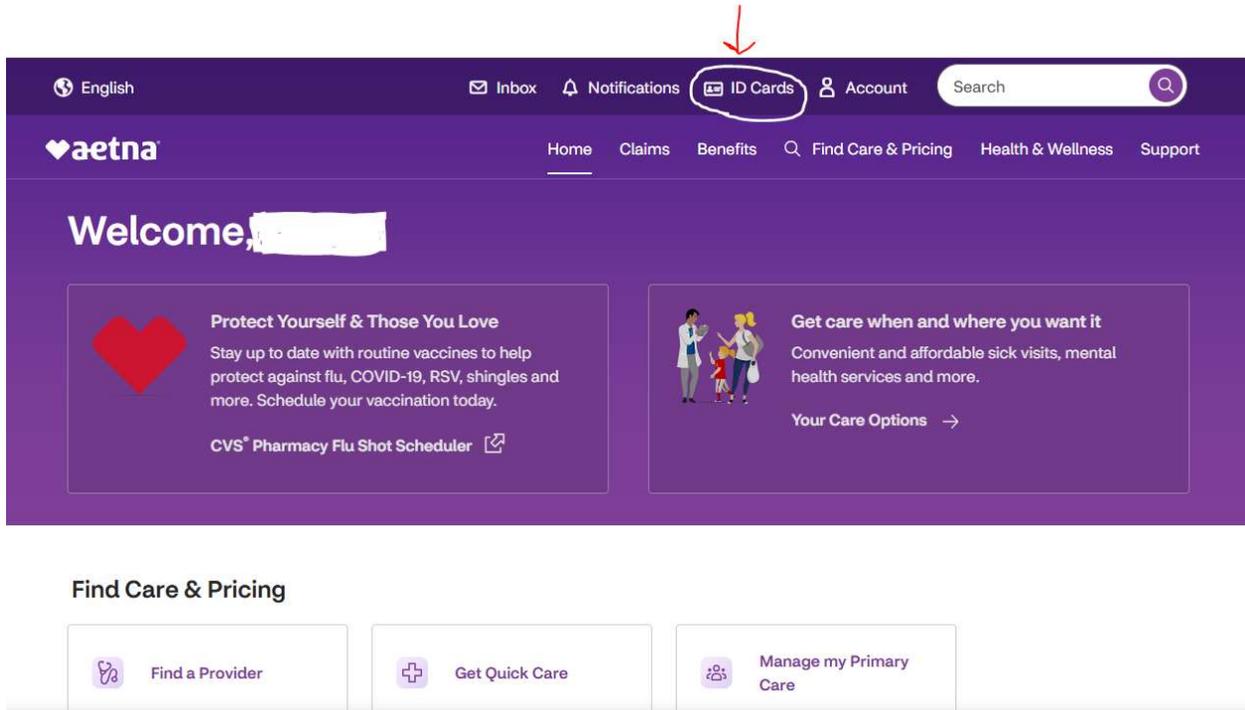
You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

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

	CHOICE POS II
<b>Plan Name</b>	
Grp# 123456-010-78910	
<b>ID</b> W1234 56789	
LINDA SMITH	
MEMBER SERVICES PROVIDERS CALL	

ONCE ACCOUNT IS CREATED, THIS IS THE STANDARD VIEW YOU WILL SEE

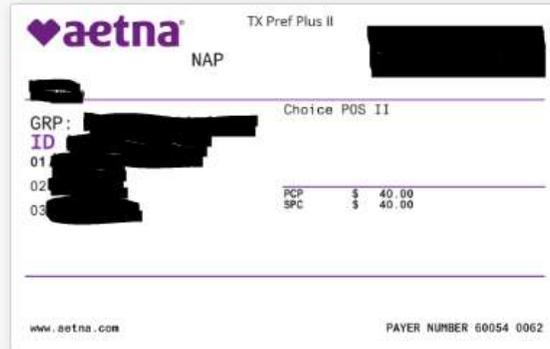
YOU CAN QUICKLY VIEW YOUR ID CARD BY CLICKING ON ID CARDS AT THE TOP



## ID Cards

Member: [REDACTED] ▾

Available Cards: Medical ▾



TX Pref Plus II  
NAP [REDACTED]

GRP: [REDACTED] Choice POS II

ID [REDACTED]

01 [REDACTED]

02 [REDACTED]

03 [REDACTED]

PCP	\$	40.00
SPC	\$	40.00

www.aetna.com PAYER NUMBER 60054 0062

TALK TO A DOCTOR 24/7: 1-855-TELADOC OR TELADOC.COM/AETNA. See your plan documents for all plan requirements, including precertification. In an emergency, seek care immediately or call 911. This card does not guarantee coverage.

MEDICAL	INDIVIDUAL	FAMILY
INN DED	1st 1 3000	1st 1 5500
INN OOP MAX	7000	14000
OON DED	3000	5500
OON OOP MAX	7000	14000

AETNA CONCIERGE 1-800-368-6069  
PROVIDERS CALL/PREPERT 1-888-632-3862  
EAP-RESOURCES FOR LIVING 1-800-342-8111  
MENTAL/BEHAVIORAL HEALTH 1-800-424-4047

Aetna Life Insurance Company  
Submit Claims To:  
PO BOX 981106 TX 79998 1106  
EL PASO

 Request ID Card

YOU WILL ALSO NOTICE YOU WILL BE ABLE TO REQUEST AN ADDITIONAL ID CARD VIA THE WEBSITE AS WELL

THIS CAN ALSO BE DOWNLOADED TO YOUR PHONE BY ACCESSING THE APPLE PLAY STORE OR GOOGLE PLAY AND LOOKING FOR AETNA HEALTH