

Medical FAQ's

Benefits Update – LabCorp is now a participating lab provider for Aetna

Members now have more choices for Lab Providers under Aetna. LabCorp is now a preferred laboratory services provider for Aetna. Members may also continue to use Quest Diagnostics for all diagnostic testing.

To find a facility near you

LabCorp: <https://www.labcorp.com/>

Quest Diagnostics: <https://www.questdiagnostics.com/home.html>

What Is The Health Benefits Mobile Phone App?

Aetna Mobile App- Aetna HMO and Aetna Medicare Plan (HMO) members Connect to Aetna right now from a cell phone, smartphone, or other web-enabled mobile device and access Aetna's most popular online tools from just about anywhere!

When someone goes to Aetna.com from their mobile phone's web browser, they can: Find a doctor, dentist, or other facility Access your personal health record, look up a claim, or View your Aetna member ID card. It is safe, quick, and easy. Just type Aetna.com in your mobile browser or check your device's App Store for availability.

What is Aetna Navigator?

The Aetna Navigator allows you to access your personal benefits information on-line. After you register, under "Select From Your Memberships and Programs" choose the SHIF. Once logged in, you will be able to:

- Check the status of a medical claim.
- Change your Primary Care Physician. (When selecting a Primary Care Physician, please make sure to select QPOS as your plan selection. Members who do not select QPOS will have the wrong Provider ID number and will not have the correct PCP listed on their ID card.)
- Request a new or additional ID card
- Review the Aetna Benefit Booklet specific to your group.

It's easy to sign up. Log into www.aetna.com and click on register under Member Log-In.

Do I Have Out Of Country Coverage?

In the event of an emergency when traveling overseas, please note Aetna will cover a medical emergency. A medical emergency claim can be sent over to Aetna for processing which will be applied towards your ER benefit. However, there is no coverage for routine and non-emergency visits overseas.