



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



aetnabetterhealth.com/kansas

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:

- Member Benefits
- Change Password
- Change Secret Question
- Change PCP
- ID Card
- Care Plan
- 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 and current Primary Care Provider (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.

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.

Contact Support Circle – Page permits you send a message to a member of your Support Circle.

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 provider 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 invite, you can exchange messages. You can assign tasks 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 your Service 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

Care Management Cont. –

- 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 their Service Coordinator has entered them into Dynamo)
- View list of Health Care Team and contact information (e.g., primary doctor, specialists, waiver Service Coordinators, caregivers)
- Update their own/member’s phone numbers and email address

Contact Health Plan:

Questions? We're here to help. Just call 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 lingüísticos sin costo llame al **1-855-221-5656**.

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