



Aetna Health Member Website Registration & Login

September 2025



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Aetna Member Website Registration

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From www.aetna.com member accesses login page:

Secure Member Sign-In

Username

Password

Remember username

Sign In

Sign In With a Code

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

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

Create Account



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Member selected “Create Account” to start flow:



Create Your Online Account

Step 1 of 3

Find Your Plan

Next: Verify Your Identity

Find Your Plan

Verify Your Identity

Set Up Account



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.

Plan Name
Group 123456-010-78910
ID W1234 56789
LINDA SMITH
MEMBER SERVICES
PROVIDERS CALL

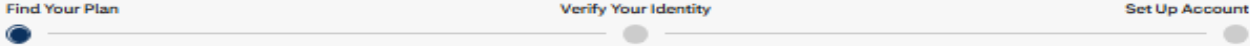


Member chooses Aetna Member ID option:



Create Your Online Account

Step 1 of 3
Find Your Plan
Next: Verify Your Identity



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

Aetna Member ID

First Name

Last Name

Date of Birth (MM/DD/YYYY)

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
Plan Name
Grp# 123456-010-78910
ID **W1234 56789**
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MEMBER SERVICES
PROVIDERS CALL



Member chooses last 4 Digits of Social Security Number. Message discouraging Social Security Number for State of NC member:

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

Last 4 Digits of Social Security Numb... ▼

North Carolina State Health Plan members, choose Aetna Member ID and use your Member ID to find your plan.

Last 4 Digits of SSN

How we use your Social Security Number

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.

Plan Name
Grp# 123456-010-78910

ID W1234 56789

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Registration Step 1: Find Your Plan



English

Create Your Online Account

Step 1 of 3

Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

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

Aetna Member ID

Aetna Member ID

ID

First Name

ALEXIS

Last Name

BIGFORD

Date of Birth (MM/DD/YYYY)

02/05/1980

[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.

aetna CHOICE POS II

Plan Name
Grip# 123456-010-78910

ID W1234 56789

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Registration Step 2: Verify Identity



Create Your Online Account

Step 2 of 3

Verify Identity

Next: Set Up Account

Find Plan



Verify Identity



Set Up Account



Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on file, or add a new one.

Select method

Email to m*****ns@aetna.com

Add and verify new email or mobile number

Continue

Need Help?

For help with your online account, contact us at 1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6 PM.



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Registration Step 3: Set Up Access



Create Your Online Account

Step 3 of 3

Set Up Account

Find Plan

Verify Identity

Set Up Account



Set Up Account

Create a username and password below.
All fields are required.

Create a Username

Create a Password



Select a Security Question



Security Answer



4/30

Enter Email Address



By checking the box below, you agree to the [Terms and Conditions](#).

I agree to the Terms and Conditions

Continue

Need Help?

For help with your online account, contact us at
1-800-225-3375 (TTY: 711) Mon to Fri, 8 AM - 6
PM.

Registration Step 3: Account Set Up In Progress



Create Your Online Account

Step 3 of 3
Set Up Account

Find Plan Verify Identity Set Up Account

We're setting up your profile.
This should just take a moment.

[Redacted profile information]



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Aetna Member Website Forgot Username

Web browser Desktop View:

From www.aetna.com member accesses login page:

Secure Member Sign-In

Username

Password

Remember username

Sign In

Sign In With a Code

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

New Members
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Forgot Username Step 1: Member clicked “Forgot username” in login page to start the flow:



Find Your Username

Tell us a little about yourself and we'll look up your username. 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

Plan Name
Grp# 123456-010-78910

ID W1234 56789

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Forgot Username Step 2: Username is retrieved



[? Help](#)

Find Your Username

 **Your username is**
[REDACTED]

You can sign in to your online account using this username and your password.

[Sign In](#)

[Sign In Without A Password](#)

[Forgot Password](#)



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Aetna Member Website Forgot Password

Web browser Desktop View:

From www.aetna.com member accesses login page:

Secure Member Sign-In

Username

Password

Remember username

Sign In

Sign In With a Code

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

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Forgot Password Step 1: Member clicked “forgot password?” in login page to start the flow:



English

Forgot Password

Username

Date of Birth (MM/DD/YYYY)



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Forgot Password

Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on file, or add a new U.S. mobile number.

Select method

- Text to ***-***-1969
- Email to c*****ej@aetna.com
- Add and verify new U.S. mobile number

Continue

Cancel





Forgot Password

Verify Your Code

We sent a six-digit code to ***-***-1969. Your code expires in ten minutes.

Enter Six-Digit Code

- Need a new code? Get a new code in **42 seconds**
- Want to use a different email or phone number?
[Change delivery method](#)



Forgot Password Step 3: Set up new password



Forgot Password

Create a New Password

Password

Password Requirements

- 10 - 60 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number

Continue



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Forgot Password Step 3: Success message after password change


The screenshot shows the Aetna website's 'Forgot Password' success page. At the top left is the Aetna logo, and at the top right is a 'Help' link with a question mark icon. The main content area features a white box with the following text: 'Forgot Password', 'Password Changed', and a green-bordered box containing a green checkmark icon and the text 'You've successfully changed your password.' Below this is a purple 'Sign In' button. The footer contains the Aetna logo, a row of links for 'Terms Of Use', 'Privacy Center', 'Legal Notices', 'Nondiscrimination Notice', 'Accessibility Services', and 'Interest-Based Ads Policy', a 'Language Assistance' section with links for various languages, and a copyright notice '© 2025 Aetna Inc.'.

Aetna Member Website Sign In Without A Password

Web browser Desktop View:

From www.aetna.com member accesses login page:



 English

Secure Member Sign-In

Username

Saum@123

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



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Sign In Without A Password Step 1: Member clicked “Sign In Without A Password?” in login page to start the flow:



English

Secure Access,
Password-Free

Signing in with a code is fast, safe and easy.

Enter your username and birthdate, then choose text or email and we'll send you a one-time code to access your account.

Username

Date of Birth (MM/DD/YYYY)

[Continue](#)

[Cancel](#)

[Forgot username?](#)



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Sign In Without A Password Step 2: Verify Identity



Secure Access, Password-Free

Verify Your Identity

We'll send a six-digit code to make sure it's you.

Choose a mobile number or email address on file to continue.

Select method

- Text to ***-***-4107
- Email to b*****s1@aetna.com

Continue

Cancel



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Sign In Without A Password Step 2 : Enter OTP



Secure Access, Password-Free

Verify Your Code

We sent a six-digit code to b*****s1@aetna.com.
Your code expires in ten minutes.

Enter Six-Digit Code

Continue

Cancel

- Need a new code? Get a new code in 18 seconds
- Can't find your code? Please check your spam folder.



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