HOW TO SUBMIT A CLAIM ONLINE

Log in to the Aetna Member website and choose "Messages"



Home Find Care Manage Claims See Coverage & Costs Stay Healthy Manage Prescriptions
Message Center
Messages Letters & Communications
Inbox Sent Archived 2
You have no messages to view
Messages will automatically archive 90 days after you have read them.
Show alerts in the home page when you are logged in

In the Send Message tab, choose your topic

member.aetna.com/secure/member/?v97#/noLayoutContentPage?page=contactUs Call or Write Send Message Send a secure message to our Member Services *Required information *Topic	ae Contact Us - Google Chrome	
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Fill out all the fields that are required (marked with an asterisk *). And upload the document by clicking on "Select" and after you have typed your message click "Send"

Call or Write Send Message	
end a secure message to our Member	Answers to common questions
required information	+ How do I submit a claim?
Topic	+ How long do I have to submit a claim?
A claim 👻	Why does my claim still show an amount I may owe? Lateracty paid this bill
*Please select the type of claim and enter the claim information: O Medical O Pharmacy	Where do I find the status of a claim?
*Patient:	+ I can't find my claim on the list.
SUBSCRIBER (You)	+ What is the typical time frame to process a claim?
Date of Service:	+ Why can't I see all my family members on
MM/DD/YYYY III 4 ↓ Upload attachment(s) Add up to 5 files, total of 5 MB	
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