



Need to print a Temporary ID Card?

Go to:

Step 1: www.aetna.com

Step 2: Click the + next to Member Log In.

Step 3: If you have not registered for Navigator, click on 'Go' in the box that states 'First-Time Users' and skip to Step 10.

Step 4: Enter Username and Password.

Step 5: Click Log In.

Step 6: Click the link that says "ID Card" on the left side of the page.

Step 7: Click the link "Medical Temporary Identification" or "Dental Temporary Identification"

Step 8: Select the members you need Temporary ID Cards for one at a time. and Click Continue

Step 9: Print the ID Card. You now have an ID card that you can use at any provider, hospital, and pharmacy.

Step 10: Click the link that says "Register"

Step 11: Pick one of the two selections that describes you listed (subscriber or dependent) and click Next

Step 12: Enter your Full First Name, not a nickname, e.g., Robert, not Bob.

Step 13: Enter your Last Name as it appears on the Primary Member's ID card, including Jr., III, etc.

Step 14: Enter your Date of Birth

Step 15: Enter your home zip code. Leave blank if your home address is outside the United States.

Step 16: Enter your ID number or your Social Security number. The ID number is on the Primary Member's ID card. Do not enter the group number. Do not enter spaces or hyphens, e.g., W123456789, BBDLTJPA

Step 15: Click Continue.

Step 16: Select a user name, password and security phrase.

Step 17: Refer to Step 4.

Once your registration is complete, your user name and password will give you access to all the features of Aetna Navigator. You will receive a confirmation postcard via the U.S. Postal Service at the address we have on file. You can find help with questions about registration, security and software by clicking on "About Registration" at the top of the online registration form. Personal registration assistance is available toll free, Monday through Friday, from 7 a.m. to 9 p.m. Eastern Time at 1-800-225-3375.