

Health Assessment/Online Wellness Program completion *effective 1/1/2014*

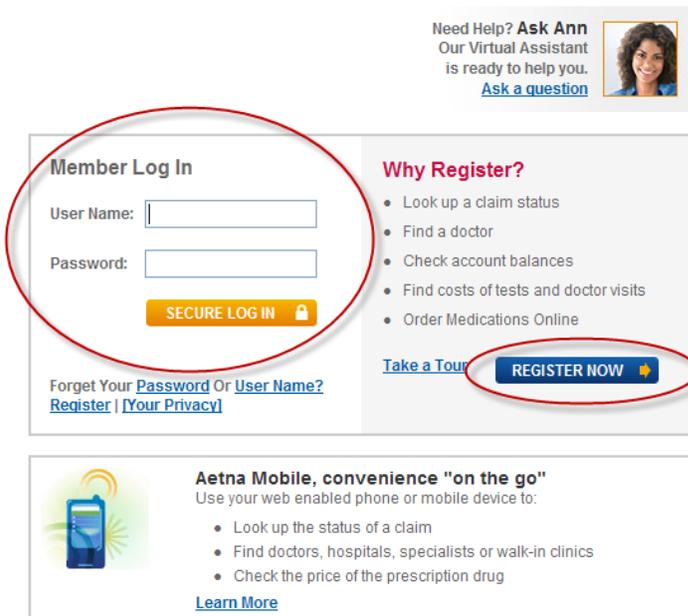
INSTRUCTIONS

Important: To earn the incentive, you must complete/update your Health Assessment *and* one Online Wellness program (OWP). The OWP is marked as complete after you submit the Program Consultation upon enrollment.

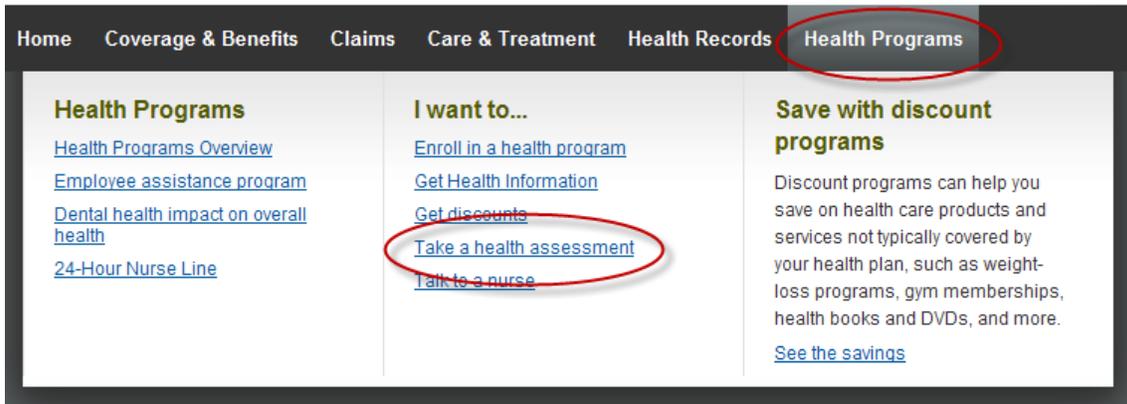
- Go to www.aetna.com
- To access Aetna Navigator: Click "Aetna Navigator Member Log in"



- Log in to Aetna Navigator. If you're a new user, register.



- To access your Health Assessment, hover over the “Health Programs” tab and click on “Take a health assessment”



or click on “Take a Health Assessment” on the left navigation bar.



- If this is your first time accessing your Health Assessment, you will be asked to provide your preferred phone number and email address:

Welcome SARAH

Please provide the following information.

* Preferred Phone Number: -- Ext:

Email address
Your email address will be used for all communication. You can use your home or work email address. Please be aware that employers can monitor your work email communications.

Enter your email address:

Email Notification
We use email to notify you of health alerts and reminders, benefit information and messages to help you manage your health and benefits. **IMPORTANT:** Please be advised that email notifications about urgent alerts cannot be suppressed.

Simple Steps To A Healthier Life. I would like to receive information from Simple Steps To A Healthier Life that can help me stay on track to reach my health goals.

* required field

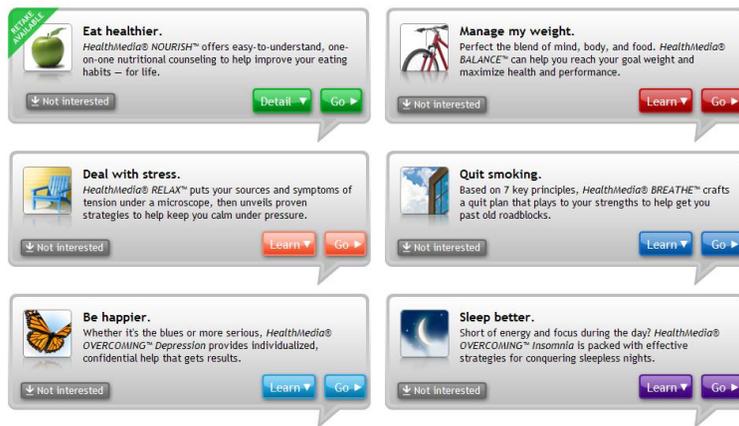
- If you have already accessed your Health Assessment you can complete a new one or update your current Health Assessment, by clicking the applicable link.

The screenshot shows the Aetna Health Dashboard. On the left is a navigation menu with items like 'Online Health Programs', 'Personal Health Record', and 'Surgery Decision Support'. The main content area has several sections: 'Health Assessment' (with a dropdown menu open showing 'Start New', 'Update Current', and 'View Results'), 'Health Activity Score' (74% Complete), 'Alerts & Tasks' (listing cholesterol and triglyceride goals), 'From Your Health Team', and 'Vitals'.

- Upon completion of the Health Assessment, click “Launch My Programs”

This screenshot is similar to the previous one but highlights the 'Launch My Programs' button in the 'Online Health Programs' section with a red circle. The 'Health Assessment' dropdown menu is now closed, and the 'Launch My Health Assessment' button is visible.

- Choose from 6 Online Wellness Programs. The programs are:
 - Balance™ (weight management/physical activity)
 - Nourish™ (nutrition/diet)
 - Relax™ (stress management)
 - Breathe™ (smoking cessation)
 - Overcoming™ Insomnia
 - Overcoming™ Depression



- At the beginning of each program, you will be asked to complete and submit a *program consultation*. Once completed and you receive your program plan, you have met the requirement to earn the incentive.

You are encouraged to follow the program plan, and use the program tools and resources for the entire “life” of the program. Programs remain available to you for 210 days, at which point the program refreshes and you have the option to retake the program and/or enroll in a new one, if you wish.

- You are invited to complete evaluations 30, 90 and 180 days after the date you started the program to help gauge the impact of the programs over time. You will also receive a series of Reminder emails and Newsletters to support your progress.

If you have any questions while using the program, please feel free to use the following resources:

Customer Service Resources for Members

- *Technical Questions* – If you have any questions related specifically to Simple Steps To A Healthier Life (i.e., Health Assessment/online wellness program technical questions, confirmation of completion of incentive actions, etc.), please contact the Simple Steps dedicated customer service area:
 - By calling 1-866-567-9419, Monday through Friday, 7:00 a.m. - 9:00 p.m. EST or
 - By clicking on the "Contact Us" link which is located on every page within Simple Steps
- *Registration, Access, Missing Link and Log-in Issues* – Please call the Technical Help Desk:
 - By calling: 1-800-225-3375, Monday through Friday, 7:00 a.m. - 9:00 p.m. EST or
 - By clicking on the "Contact Us" link which is located on every log in & registration page
- *Medical questions* – If you have any questions related to information on the Health Assessment, the results it generates, or health-related questions on any of the health information accessed through the Simple Steps To A Healthier Life site, please call the Informed Health Line. Our Informed Health Line offers members 24/7 access to registered nurses. You may find the number for the Informed Health Line service on your ID cards or through Aetna Navigator.
- *Other Inquiries* – For any other inquiries, such as specific claims/benefits questions, PCP changes, ID cards, etc. please contact Member Services, accessible either through the 'Contact Us' link on the personalized features of Aetna Navigator or on the member's ID card