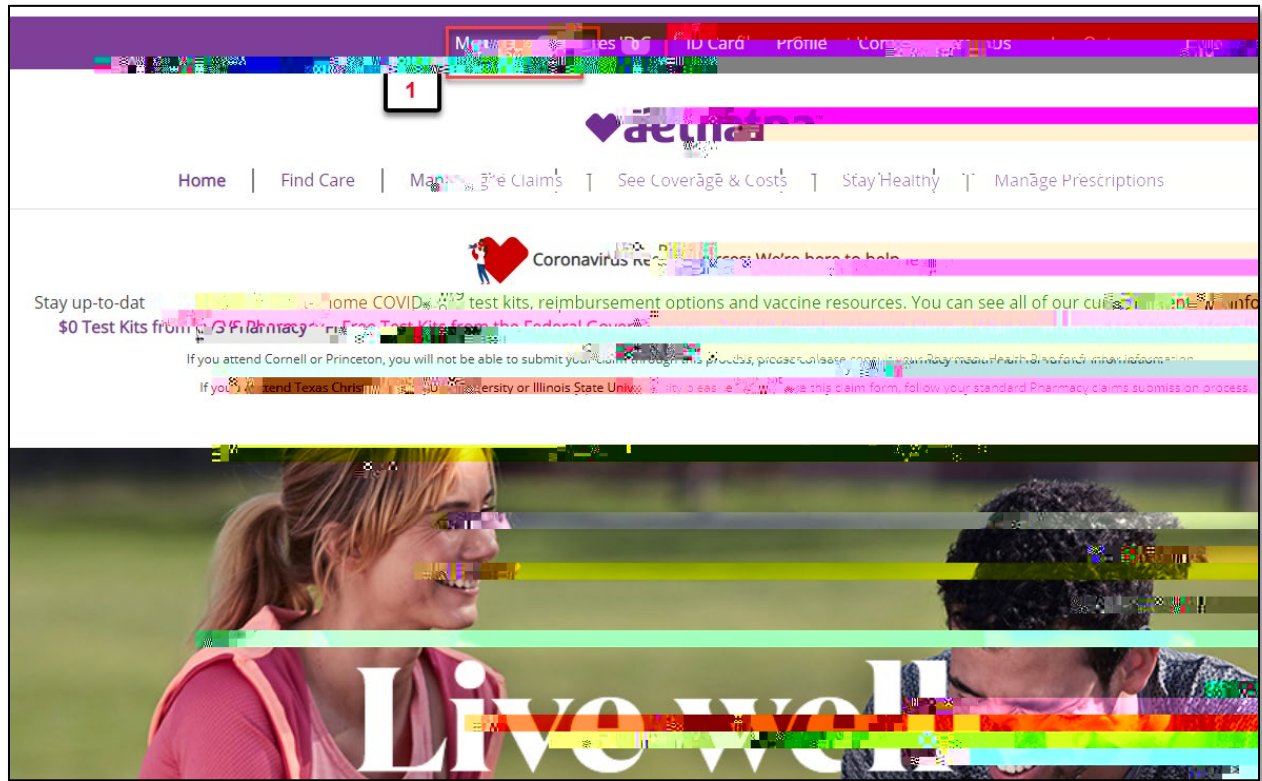
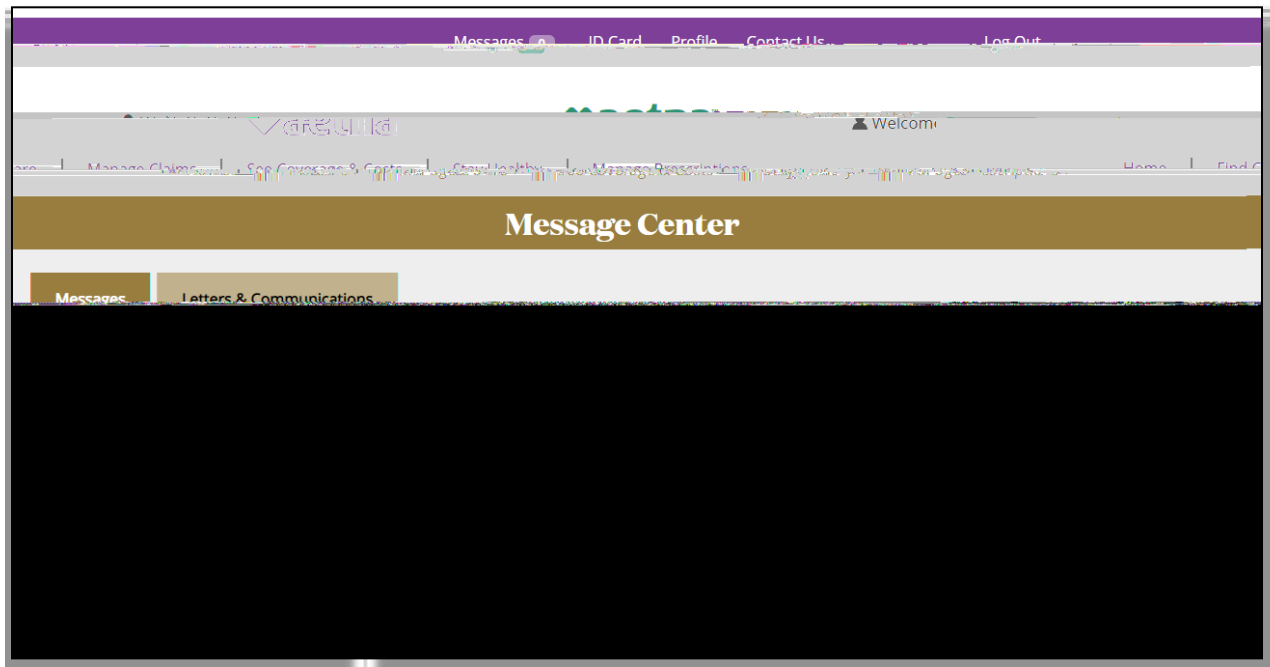


HOW TO SUBMIT A CLAIM ONLINE

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



Then choose "New Messages"



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"

A large, solid gray rectangular area that covers the majority of the page below the text. It is divided into two vertical sections by a thin white line, suggesting a two-column layout. This area is completely blank, indicating that the content has been redacted or is obscured.