

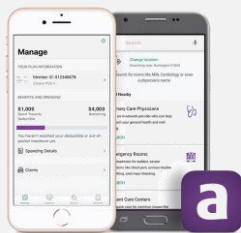
# Aetna Medical Insurance: Employee Coverage Guide

Crystal Lake Community Highschool District 155 is proud to provide you with excellent medical coverage through Aetna and want to be sure that you have access to all the resources that will help you understand, navigate, and take full advantage of your benefits. If you have questions about benefits, claims or you or your family's eligibility, please refer to the guide and resources below.

## Step 1 - Aetna Member Website & Mobile App:

The Aetna member website is the best resource to for you to:

- Review your covered Benefits
- View and pay claims
- Download your ID card(s)
- Download Explanation of Benefit (EOB)
- Find & review in-network providers



**Tip:** If you need further assistance gaining access to your member Website, skip to "step 2", and call the concierge line for assistance.

**Tip:** If you are researching the status of a claim, be sure to download Your "explanation of benefits" from the member website under "Claims", and match it to your medical bill. Click [here](#) to learn about your EOB.

## Get started today



Visit **MyAetnaWebsite.com** to register for your member website.



Get the **Aetna Health<sup>SM</sup> app** by texting "AETNA" to 90156 to receive a download link. Message and data rates may apply.\*\*

— OR —



Scan the QR code to download the Aetna Health<sup>SM</sup> app.

## Step 2 - Aetna / District 155 Concierge Member Service Line

Aetna has provided District 155 with a dedicated concierge line for members, staffed by Aetna reps that are familiar with the specific benefits that are offered to District 155 employees. If you have any concerns or questions about the information on your Aetna member website, feel free to contact the concierge team. In general, the concierge line can assist you with:

- Provide additional assistance with the member website tools
- Plan for an upcoming treatment
- Explain and review processed claims

## Two ways to contact a concierge

Available Monday through Friday from 8 AM to 6 PM ET local time



Log in at **Aetna.com** and chat online



Call the Toll-Free number on your Aetna member ID card - (855) 824-4116

## Step 3 - Alliant Benefit Advocates

If you are unable to resolve an issue through your Aetna member website or the concierge line, you may reach out to District 155's benefit advocate from Alliant Insurance Services. They will be able to further assist, advocate on your behalf, and if necessary, escalate issues within Aetna's service team. If you find that you need their assistance with a claim or other issue relating to your Aetna coverage, contact Wendy Williams ([wendy.williams@alliant.com](mailto:wendy.williams@alliant.com)) with the following information:

- Brief Description of the issue or claim (Employee name, patient name, Aetna UID, and Date of Service)
- Explanation of Benefits for service, if applicable
- Completed [Member Authorization for Release of Protected Health Information](#).