



For System Which Accesses.....	Name of System		Internet Address
Claim payments, I.D. card requests, e-mail a customer service rep, find a doctor who is in the network, view your plan benefits, etc.	Aetna Navigator	For issues with accessing Aetna Navigator, contact Aetna customer service at 1-800-323-9930 for HMO products or 1-877-580-5018 for PPO products..	<a href="http://www.aetnanavigator.com">www.aetnanavigator.com</a>
Find a doctor	DocFind	For issues with looking up providers in DocFind, contact Aetna customer service at 1-800-323-9930 for HMO products or 1-877-580-5018 for PPO products.	<a href="http://www.aetna.com/docfind/home.do">http://www.aetna.com/docfind/home.do</a>
Personal health information for you and your family including history of immunizations, routine physical exams, and family history information.	Personal Health Record	For issues with adding your own historical data, contact Aetna customer service at 1-800-323-9930 for HMO products or 1-877-580-5018 for PPO products..	<a href="http://www.aetnanavigator.com">www.aetnanavigator.com</a> After logged in, click on Personal Health Record link located on your personalized Aetna Navigator webpage. You may add your own information by clicking on the "Walk Me Through" button located on the Personal Health Record.
Information about covered procedures (Is gastric bypass covered?, Does Aetna cover the new vaccine Gardasil?)	Clinical Policy Bulletins	For issues with locating clinical policy bulletins, contact Aetna customer service at 1-800-323-9930 for HMO products or 1-877-580-5018 for PPO products. For issues with interpreting the criteria listed in the CPB's, contact your physician.	<a href="http://www.aetna.com/cpb/index.html">http://www.aetna.com/cpb/index.html</a> After accessing this webpage, you can view all bulletins by alphabetical or numerical order. You may also use the search box to type in a keyword to narrow down your search.