



Aetna Retirees Association, Inc

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News

EXTRA!

VOLUME XVII, EDITION 5

OCTOBER 2021

ISSUES WITH AETNA NAVIGATOR

We have heard from a number of our members that they are having some difficulty when they attempt to log in to Aetna Navigator. Specifically, when one attempts to log on to the site, a screen appears saying the following:

You have two or more options. Please pick one to see your plan information, spending details, claims and more (up to 2 years).

AETNA INC.

CVS CORPORATION

After logging on to Aetna Navigator, if you were to choose "Aetna Inc.," you would be sent to a screen that indicates there is no claim information whatsoever. However, if you chose "CVS CORPORATION," you would be brought to the "normal" screen containing all the claim information you normally would see for you and/or your family.

We received a response from Aetna on October 7th that they were aware of this issue and that their IT people were working to resolve it. We subsequently questioned them on the progress and, on October 20th, received a response that they're still working on it.

So, for the time being, when trying to log on to Aetna Navigator to look at your claim information, you should click on the "CVS Corporation" option. As soon as we receive more information from Aetna on the resolution of this issue, we will let you know. If, after attempting to log in, you still are having issues, please let us know.

As you communicate with a retiree, retiree group or a colleague, we encourage you to provide them with information and the benefits of joining ARA. Please refer any prospective members to our website at www.aetnaretirees.com for additional information and an application form. Further, you may encourage prospective members to contact any Board Member for additional information. If, however, a retiree or colleague does not wish to become an active member and would still like to hear what we are doing, please have them state "communications only" on the application. We will send them our communications.

CONTACT ARA!

We welcome your comments, questions, ideas and letters to the editor. See mail and website addresses on page 1.

Sharon Reed, Editor

Marilyn Wilson, Editor Emeritus