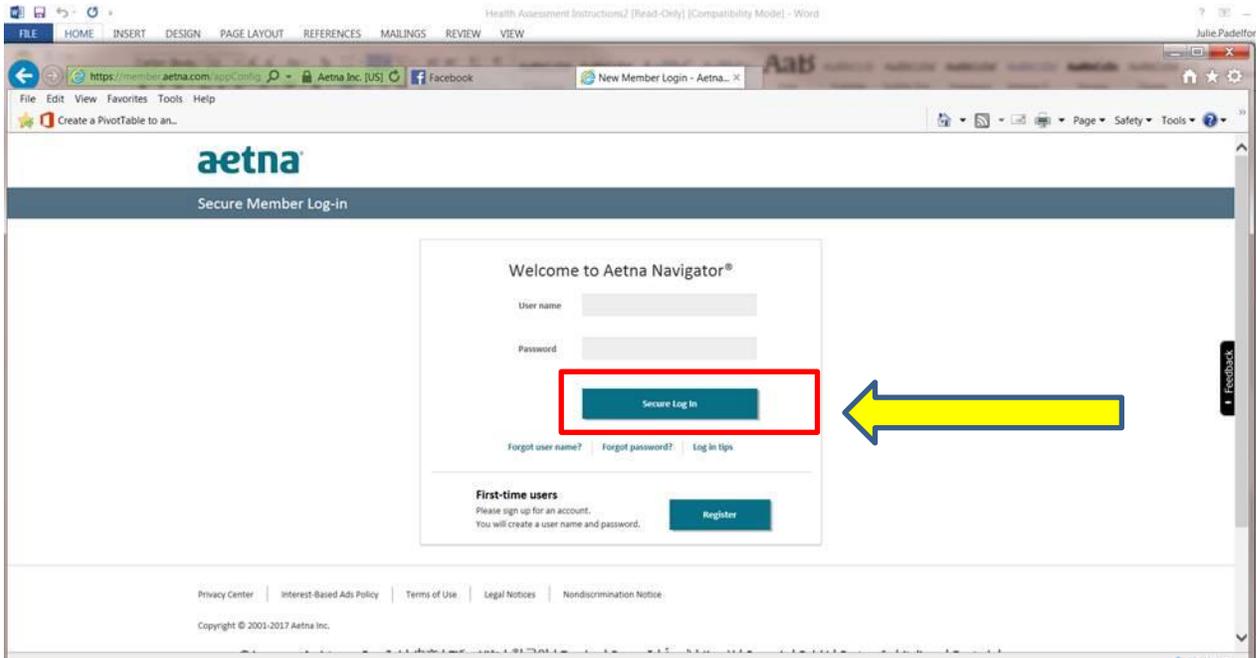


Aetna Navigator Login & Health Assessment Completion

Visit the Aetna Navigator [new user registration page \(www.aetnavigators.com\)](http://www.aetnavigators.com). Aetna Members and non-members will see the following steps to register and complete the Health Assessment:

1. If you are a first-time user, click on the **Sign Up Now** button. If you have already set up your Aetna Navigator account, please log in and go to step 5 to proceed with taking your Health Assessment.



2. Personal Info (Aetna non-members must select Social Security number and enter accordingly)

3. Create a secure Log In

The screenshot shows the 'New user registration' page at Step 2 of 3. The page title is 'New user registration' and the step indicator shows 'Step 2 of 3'. The main heading is 'Personal info'. Below this, there are two radio buttons for 'Registered using my:'. The first is 'Member ID' (selected) and the second is 'Social Security number'. Below these are several text input fields: 'Member ID: *****', 'Full first name: Brogan', 'Full last name: Rames', 'Date of birth: January 12, 1988', 'Zip Code: 85001', 'Email: [input]', and 'Verify email: [input]'. A 'Feedback' button is visible on the right side. Below the personal info section is the 'Create a secure log in' section. It contains several required fields: 'Create a user name: [input]', 'Create a password: [input]', 'Re-type this password: [input]', and 'Select a security question:'. Below the security question is a dropdown menu with 'Select' and a blue arrow. Below the dropdown is an 'Answer: [input]' field. At the bottom of the form, there are two buttons: 'Back' and 'Continue'. A large yellow arrow points to the 'Continue' button.

4. Terms & Conditions

The screenshot shows the 'New user registration' page at Step 2 of 3. The page title is 'New user registration' and the step indicator shows 'Step 2 of 3'. The main heading is 'Terms and Conditions'. Below this, there are two buttons: 'I Agree and Continue' and 'Cancel'. Below the buttons is a 'User Agreement' section. The text of the agreement is as follows: 'The following terms and conditions, including the Legal Statement, Web Privacy Statement and Privacy Notices (located at our Privacy Center), shall govern your use of the information, tools and other content accessible via this website (the "services"). Depending on the specific benefits provided by your health plan, these services may include one or more of the following: Aetna Navigator®, Simple Steps To A Healthier Life®, Aetna Rx Home Delivery® and the Personal Health Record. You acknowledge that you have read, understand and agree to the following: Terms of Use Privacy Center You understand that you must provide, at your own expense, all internet, telephone and other equipment and services necessary to access and use the services. Health Information and Other Content You understand and agree that the health information and other content appearing on this website or developed with your input as part of the services: - Is compiled from a variety of sources ("information providers"), including but not limited to the Associated Press, government health agencies and other health organizations, and is for informational purposes only - Is presented in summary form and intended to provide broad consumer understanding and knowledge of health care topics - Does not cover all possible uses, directions, precautions, drug interactions or adverse effects, nor mean that a particular drug or course of treatment is safe, effective or appropriate for you - Is not a substitute for professional health care and is not meant to replace the advice of health care professionals'. At the bottom of the form, there are two buttons: 'I Agree and Continue' and 'Cancel'. A large yellow arrow points to the 'I Agree and Continue' button.

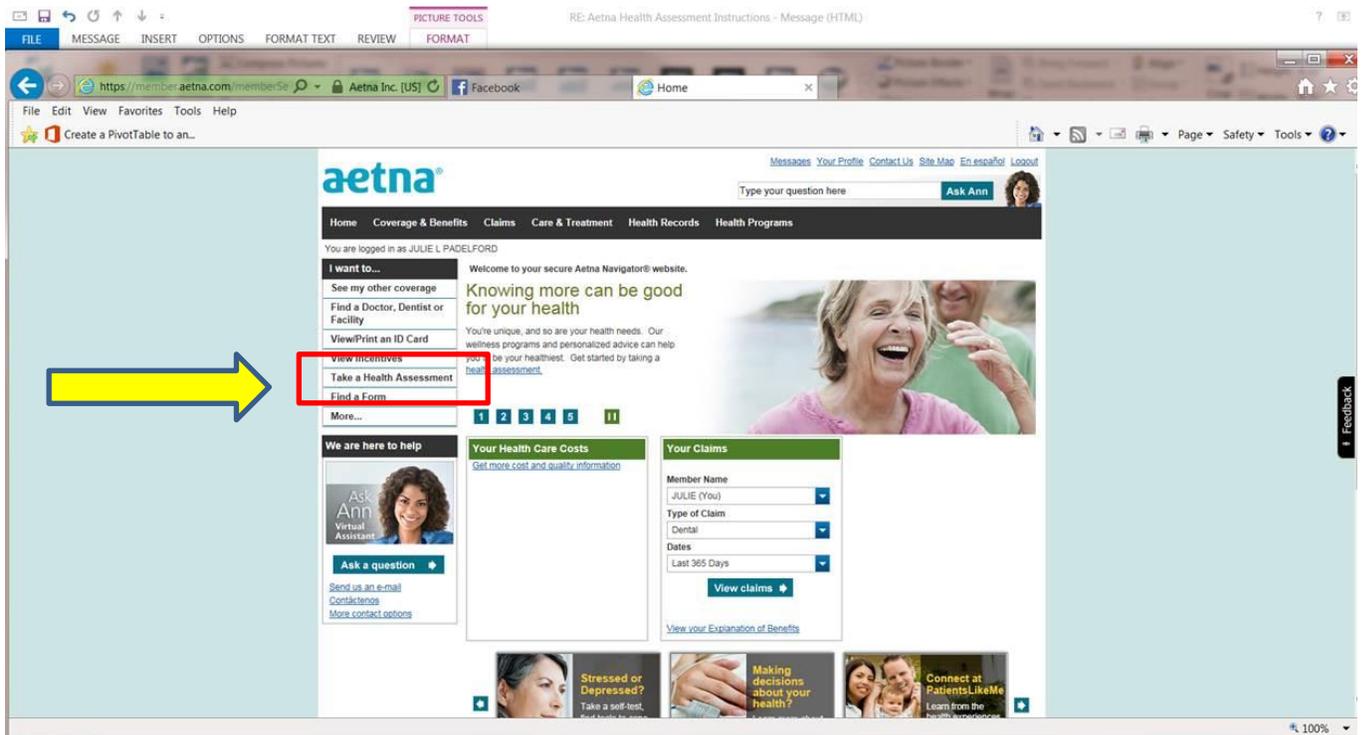
5. If you have had Aetna as your health insurance provider at another employer, you may be asked to confirm which employer you would like to view your benefits under. Please select **Sun Health Senior Living**.



Choose Your View



6. To access your health assessment, click on **Take a Health Assessment** on the left navigation bar.



- If this is your first time taking your Health Assessment, we'll ask you for your preferred phone number and e-mail 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

- Click Launch My Health Assessment and select **Start New**

The screenshot shows the Aetna Health Dashboard interface. At the top, there is a navigation bar with the Aetna logo on the left and links for Member Home, Frequently Asked Questions, My Profile, Home, and Log Out on the right. Below the navigation bar, there is a sidebar on the left with a 'Quick Links' menu containing: Online Health Programs, Personal Health Record, Support from Emmi (highlighted with a yellow arrow), PatientsLikeMe®, Find a Doctor, Healthwise® Knowledgebase, and Emotional Health. The main content area features several cards: 'Important Information To Read Before Completing Your Health Assessment', 'Health Assessment' (with a 'Launch My Health Assessment' button), 'Health Activity Score', 'Alerts & Tasks' (with an 'Alert' section showing 'Unable to retrieve your data at this time'), 'Online Health Programs' (with a 'Launch My Programs' button), and 'Health Decision Support from Emmi' (with a 'View All Health Programs' button).

9. Click on **Complete your Compass**. The Health Assessment is composed of lifestyle questions that should take between 10-15 minutes to complete. If you have the numbers from your most recent biometric screening, please have them ready to input accordingly.

The screenshot shows the Aetna Health Dashboard. On the left is a navigation menu with options: HOME, HEALTHMAP, JOURNEYS, COMPASS, QUESTIONS, and FEEDBACK. A yellow arrow points to the 'COMPASS' option. The main content area is titled 'Welcome,' and contains three numbered steps: 1. Complete your Compass (blue square), 2. Follow your HealthMap (green square), and 3. Embark on a Journey (orange square). Below these is a 'Your To Do List' section with a purple icon and the text 'Get your list started' and 'Begin a journey—or two or three—that appeal to you. Then check back to see what you've committed to as you turn small, doable steps into healthy habits.'

10. Once complete, the date you last completed the assessment will show under Launch My Health Assessment. Please note it takes 24 hours for this information to update on this screen.

The screenshot shows the Aetna Health Dashboard for a California member. The top navigation bar includes 'Member Home', 'Frequently Asked Questions', 'My Profile', 'Home', and 'Log Out'. The main content area features a 'Quick Links' sidebar on the left with options like 'Online Health Programs', 'Personal Health Record', 'PatientsLikeMe', 'Find a Doctor', 'Healthwise Knowledgebase', and 'Emotional Health'. A yellow arrow points to the 'Launch My Health Assessment' button in the 'Health Assessment' section. This section also displays the text 'You last completed your Health Assessment on January 11, 2016, at 10:41 a.m.' Other sections include 'Health Activity Score', 'Alerts & Tasks', 'Online Health Programs', and 'Health Decision Support from Emmi'.

If you have any questions while using the program, please contact Customer Service Resources:

• *Technical Questions* – If you have any questions related specifically to Simple Steps To A Healthier Life (i.e., Health Assessment, online health coaching program, technical questions, 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: o

- 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 and 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 health information from registered nurses. You may find the phone number for the Informed Health Line service on the back of your health benefits member ID card or through Aetna Navigator.