

Convenient access to your health care

Now that's Innovation

[RegisterIH.com](https://www.RegisterIH.com)



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HEALTH®
AETNA | INOVA



Getting started with your Innovation Health plan

Innovation Health is building an entire health care experience around you. It all starts with your personalized member portal.

Register today






Enter **RegisterIH.com** into your browser. You'll need your ID number or Social Security number.







Search "**Aetna Health**" in the app store or text "**AETNAHEALTHAPP**" to 90156 for a link to the downloadable app.

Once registered, you can:

-  Access plan details
-  See a personalized snapshot of your health
-  Double-check your contact information

And get information about your network and care:

-  Find a provider in your specific network
-  Obtain cost-of-care estimates and comparisons
-  View videos
-  View or print a copy of your ID card



Continuing your health care journey

Now that you've registered, let us know who your primary care physician (PCP) is; or, if you don't have one, choose a PCP and schedule your annual wellness exam — it's free!

Here's how to select your PCP:



Log in to your **Member Portal**



Find care and pricing



Choose a primary care physician in your area

We have you covered when your PCP isn't available



Virtual care: Care from medical experts through video, mobile applications or audio. Telemedicine can support both acute and chronic conditions such as allergies, infections and even behavioral health services.



Walk-in clinic: Support for mild to moderate conditions, such as a rash, cold or flu-like symptoms and ear infections.



Urgent care: When you cannot reach your PCP or access a walk-in clinic, visit your local urgent care. Urgent cares can offer imaging or lab testing, as well as support for cuts, wounds, sprains, nausea and more.



24-hour Nurse Line: Registered nurses can help you make better health care decisions and help you prepare for medical tests, procedures and upcoming doctor visits.



Medical emergency: Call 911 or visit your local emergency room immediately.

To find clinics near you, use the search tool in your **Member Portal** or call **Member Services** using the number on the back of your ID card.



Using your Member Portal

Navigate to the “Find Care & Pricing” tab in your Member Portal to find in-network providers.

Search by:

- 1 Clinic name
- 2 Provider name
- 3 Type of procedure
- 4 Type of care

Using in-network providers can help you save. So be sure to verify that your preferred providers are in-network using the provider search tool.

If you know what services you’ll need, you can also get estimates on your cost of care using your member portal.

If you have your pharmacy benefits with Innovation Health, you can also use your Member Portal to review **copays** and **refill options** for your medications. Most medications can be **mail-ordered** and sent to your home.




Use the “**Find Care & Pricing**” tool in your Member Portal or via mobile application to find high-quality health care in a convenient location.



We understand it’s hard to remember, so we’ve included a **quick reference sheet** for you to complete and carry with you.



Personal care from your Nurse Concierge

 Local, licensed nurses here to help you get the right care at the right time.

They can help you by:

- 1 Answering questions** about procedures, medical tests and general health.
- 2 Watching for missed appointments** and emergency room visits that indicate you might need extra help.
- 3 Finding in-network providers** near you and helping with scheduling.

Programs supporting your health goals

Programs designed to meet your specific needs:



Womens' health initiative: Programs built for women with personalized care options. Health navigators can assist in helping you get the right care, at the right time, in the right place.



Diabetes Taking Control programs: Personalized support if you've been diagnosed with prediabetes, diabetes, or complex diabetes through care management, provider collaboration and education.



Aetna Health Connections™ Disease Management and Behavioral Health support: You can get support with managing conditions like diabetes, heart disease, asthma, or mental and emotional wellness. Many programs are available at no cost to you.



Care management teams: If you have significant care needs, you can receive in-home visits to help assess needs and connect you with the right resources.



Resources For Living®: 24/7/365 access to marriage and family therapists, substance abuse and general counselors who can help you with mental and emotional health. Plan features and benefits may vary and are subject to change.

Program	Contact
Nurse Concierge	1-571-421-2810
Womens' health initiative	1-703-639-4626
Disease Management	We'll contact you if you qualify
Diabetes Taking Control programs	1-571-421-2810
Care management team	Call the # on the back of your ID card
Behavioral Health programs	Call the # on the back of your ID card
Resources For Living®	1-833-327-2386

More ways to stay healthy and save

Your health plan may offer more ways for you to save money and reach for your health goals, no matter where you are in your health journey.

You may have access to the following programs to help you get and stay healthy:

- 1 Health and wellness programs
- 2 Digital health assessment tools
- 3 Maternity and Cancer Support Center
- 4 Discounts on vision and hearing care

What are your options?

Log in to your Member Portal and navigate to the “health and wellness” tab at the top of the home screen for more information about options in your plan.

Personalized health care,
without the health care hassles

Now that's Innovation



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DISCOUNT OFFERS ARE NOT INSURANCE. They are not benefits under your insurance plan. You get access to discounts off the regular charge on products and services offered by third-party vendors and providers. Aetna and Innovation Health make no payment to the third parties — you are responsible for the full cost. Check any insurance plan benefits you have before using these discount offers, as those benefits may give you lower costs than these discounts.

Health benefits and health insurance plans are offered and/or underwritten by Innovation Health Insurance company and Innovation Health Plan, Inc. Innovation Health Insurance Company and Innovation Health Plan, Inc. are affiliates of Inova and of Aetna Life Insurance Company and its affiliates (Aetna). Aetna provides certain management services to Innovation Health.

While only your doctor can diagnose, prescribe or give medical advice, the [Care Management nurses] can provide information on a variety of health topics.

Estimated costs are not available in all markets. The tool gives you an estimate of what you would owe for a particular service based on your plan at that point in time. Actual costs may differ from the estimate if, for example, claims for other services are processed after you get your estimate but before the claim for this service is submitted, or if the doctor or facility performs a different service at the time of your visit.