

Electronic Funds Transfer

Enrolling in EFT

How to Enroll in EFT:

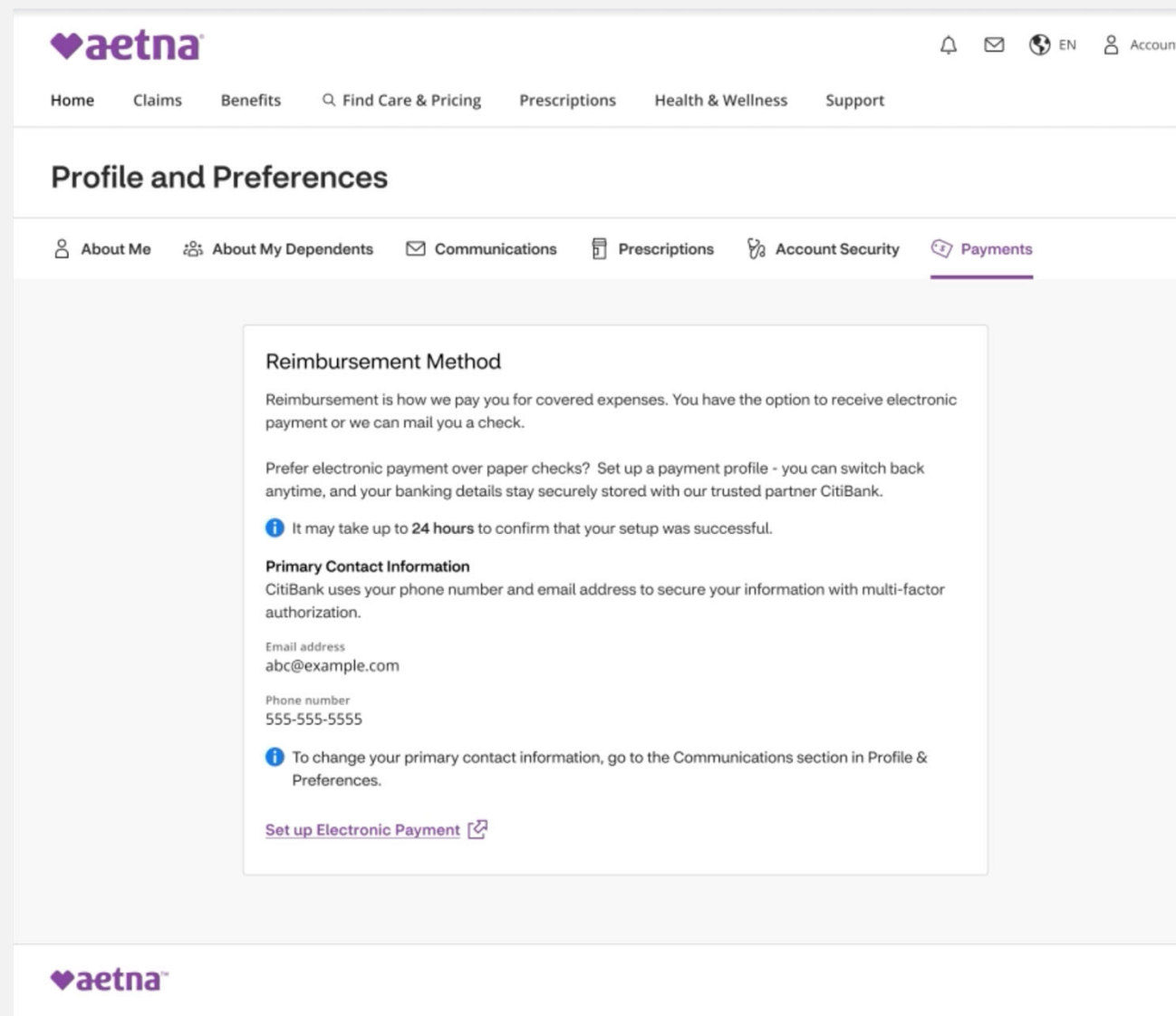
Log into the Aetna member website/app and navigate to Profile and Preferences.

Select Payments.

Confirm email address and phone number are accurate.

Enter the Electronic Payment portal by clicking on “Set up Electronic Payment”.

Once in the portal, select the preferred reimbursement option and enter required information.



The screenshot displays the Aetna member website interface. At the top, the Aetna logo is on the left, and navigation links for Home, Claims, Benefits, Find Care & Pricing, Prescriptions, Health & Wellness, and Support are in the center. On the right, there are icons for notifications, email, language (EN), and a user account. Below the main navigation, the 'Profile and Preferences' section is active, with a sub-navigation bar containing 'About Me', 'About My Dependents', 'Communications', 'Prescriptions', 'Account Security', and 'Payments' (which is highlighted with a purple underline). The main content area shows the 'Reimbursement Method' section. It explains that reimbursement is how the user is paid for covered expenses and offers the choice between electronic payment and a check. It prompts the user to prefer electronic payment and set up a payment profile, noting that banking details are stored securely with CitiBank. An information icon indicates it may take up to 24 hours to confirm the setup. Below this, the 'Primary Contact Information' section shows the user's email address (abc@example.com) and phone number (555-555-5555). A note with an information icon states that to change this information, the user should go to the Communications section. At the bottom of this section, there is a link labeled 'Set up Electronic Payment' with an external link icon.

Reimbursement Method

Reimbursement is how we pay you for covered expenses. You have the option to receive electronic payment or we can mail you a check.

Prefer electronic payment over paper checks? Set up a payment profile - you can switch back anytime, and your banking details stay securely stored with our trusted partner CitiBank.

i It may take up to **24 hours** to confirm that your setup was successful.

Primary Contact Information

CitiBank uses your phone number and email address to secure your information with multi-factor authorization.

Email address
abc@example.com

Phone number
555-555-5555

i To change your primary contact information, go to the Communications section in Profile & Preferences.

[Set up Electronic Payment](#) 

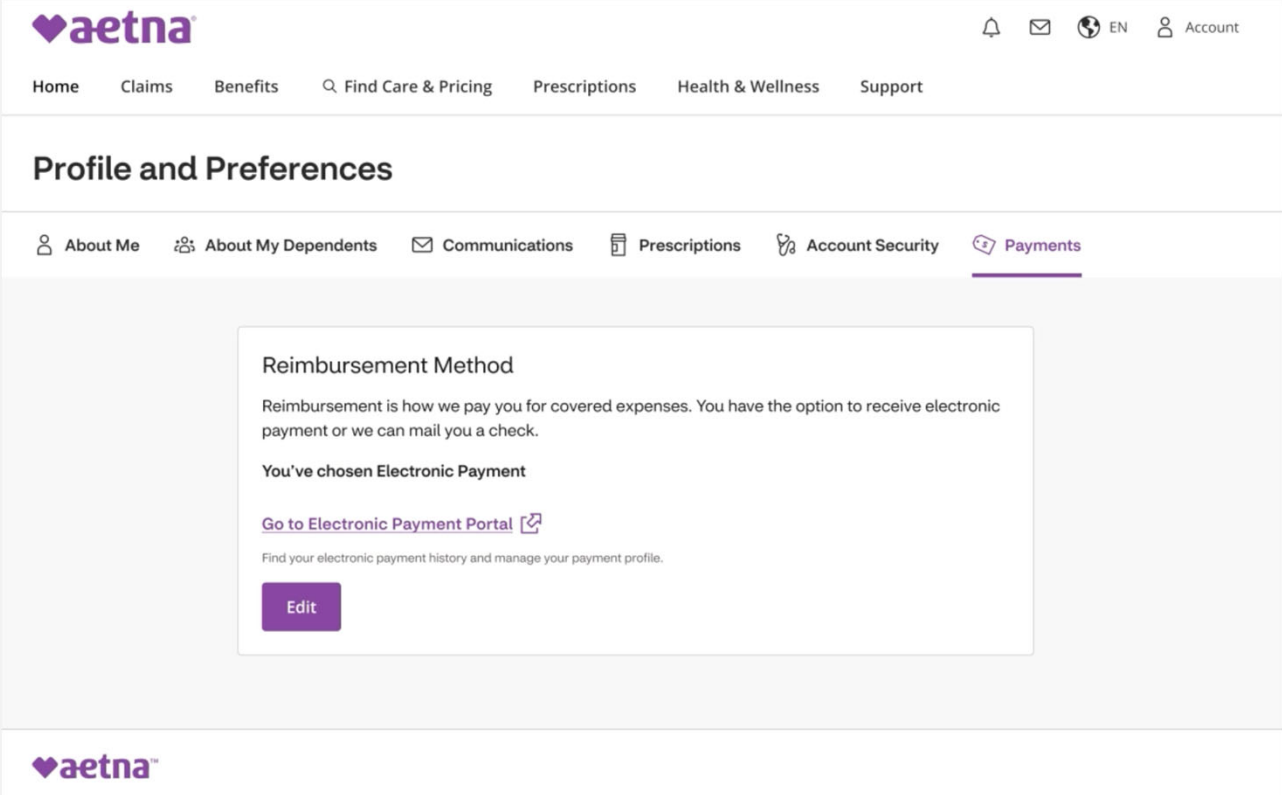
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Managing Reimbursements and Submitting New Requests

Track Reimbursements or Change Payment Method:

Log into the Aetna member website/app and return to Profile and Preferences > Payments.

Click on the link to re-enter the Electronic Payment portal.



Submit New Out-of-Pocket Costs for Reimbursement:
Log into the Aetna member website/app and navigate to Claims.