

I'm in the Aetna HealthSave (HSA) medical plan. I need to go to the doctor.

Now what?

1. Find a doctor

Already have a doctor in the Aetna network?
Great!

Need a doctor?

Use [Castlight](#) to compare price and quality of Aetna network doctors.



Did you know? *Castlight is available to employees and their covered dependents age 18 or older.*



2. At the doctor

Bring your Aetna medical ID card.



Did you know? *You won't have to pay at the time of your visit when you go to an in-network doctor.**

3. After your visit

Your doctor bills Aetna, then Aetna pays their share of the bill and tracks your deductible

You receive a bill from your doctor for your share of the cost

How do you pay?



Pay your doctor directly from your Health Savings Account (HSA).

OR

Pay your doctor with your personal bank account.

If you pay with your HSA, here's how:

- » Check your account balance at [HealthEquity](#)
- » Go to **Claims & Payments**, select **View Claims** to see a list of claims ready to be paid and click on **Resolve** to see payment options
- » Click on **Pay Provider** or **Reimburse Me** and follow the steps



Did you know? *You can send payment from your HSA for medical expenses that are not in the HealthEquity system. Go to Claims & Payments > Pay Doctor/Provider and follow the steps.*



If you do need to pay at the point of purchase, like the pharmacy, use your HealthEquity debit card. It's the purple one!

*Retail pharmacies require payment at the time you pick up your prescription until you've met your maximum out of pocket. Non-network doctors may ask you for full payment and that you handle insurance paperwork on your own.

Questions?

HealthEquity can help. Call 877-713-7680 or email memberservices@healthequity.com.

