

Aetna Member ID Card

COVA HealthAware members receive a single Aetna branded member ID card to use for medical, behavioral health and vision services administered by Aetna, pharmacy services administered by Anthem Pharmacy powered by IngenioRx, and dental services administered by Delta Dental. Once Aetna receives enrollment information, members receive their ID card(s) within 7-10 business days. The Member ID# is your Employee ID# preceded by two zeroes and the Group# is 863637. Your Member ID# will be required to register for your secure Aetna member website, Aetna Health mobile app, and when contacting Aetna Concierge, your one-stop contact for member services.



- Members receive one ID card if enrolling with single coverage.
- Members enrolling with a spouse receive two ID cards.
- Members enrolling with dependents receive one ID card. Additional cards are provided based on the number of dependents covered. All enrolled dependents are listed on the cards.
- Additional ID cards can be requested through your Aetna member website at www.aetna.com or by contacting Aetna Concierge at (855) 414-1901.
- A digital ID card is available on the Aetna Health app.

Members who elected the Expanded Vision plan through Aetna Vision Preferred for material benefits (lenses, frames and contacts) receive a welcome packet in the mail. The packet includes

- Two Aetna Vision Preferred powered by EyeMed vision identification cards. You can use your Aetna ID card and/or EyeMed vision ID card when purchasing materials from the provider.
- A summary of benefits,
- A listing of the nearest vision practice offices and retailers according your home zip code and
- Instructions on how to use the benefit.

