

HEALTH BENEFITS E-NEWS

*Department of Human Resource
Management
Office of Health Benefits*

July 19, 2021

Online Explanation of Benefits (EOB) for COVA HealthAware Members

In an effort to save time and reduce paper waste, Aetna is transitioning to online Explanations of Benefits (EOBs) for COVA HealthAware members. Beginning September 1, 2021, plan claims and EOB information may be viewed on the [member website](#). EOBs may also be accessed on the Aetna app under the “Home” tab.

Members will be able to get quicker updates and will receive email notices when the statements are ready to view. Claims information will be available 24/7.

The [attached postcard](#) is scheduled for mailing in early August. If members prefer to receive paper claims, they can visit the member website and go to Your Profile, select the Paperless Preference section, and uncheck the “Receive documents electronically” box.

Questions may be directed to Member Services at 1-855-414-1901 or by logging in to the member website at [Aetna.com](#).

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov