

Aetna Services Overview

This document is intended to provide an overview of the Aetna resources available to the students of California State University, San Marcos. For more information, visit www.aetnastudenthealth.com or call (855) 236-2138.

Telehealth

This service provides 24/7, on demand access to board-certified doctors and behavioral health experts via phone. These providers diagnose, treat and prescribe medications (if necessary) for common health issues. Utilizing telehealth prevents unnecessary Emergency Room/Urgent Care visits, which saves you money and time.

Aetna Member Website

Aetna's members only website allows you to find a doctor/pharmacy/urgent care, send customer service a message, check benefits, estimate costs, look up claims and access their ID card. This member's only website is available via the web or the Aetna Mobile App.

Web ID Cards

ID cards are available online only. There are three ways you can obtain their Aetna ID Card:

- Aetna Navigator (as mentioned above)
- Mobile device, by downloading the Aetna Mobile App
- Aetnastudenthealth.com, by clicking your school name from the drop-down menu

DocFind®

Use the DocFind® online directory to find doctors, hospitals and pharmacies that participate in our network. The easy-to-use search tool lets you find the right provider in a snap. Just enter a name, ZIP code, condition, procedure or specialty in the search box. You will also find maps, directions and more.

Travel Assistance

You know where to go for medical needs on campus. But where do you go when traveling far from school? You can get medical assistance around the world, around the clock. You also get real lifesavers, like help finding lost luggage or arranging for family to be with you in a time of need.

24/7 Informed Health Line

This health line allows you to speak to a registered nurse about a range of health topics, educates to assist with making better health care decisions and find out about various medical tests/procedures. This is toll-free and there is no limit to the amount of calls you can make.

Student Assistance Program (SAP)

In order to continue supporting you through your academic tenure, ArtCenter is pleased to offer a student assistance program available 24 hours a day, 7 days a week. As a registered student of ArtCenter, and as a complement to the services offered by Student Health and Counseling Services, you may access the Aetna Student Assistance Program (SAP) offered by Aetna Student Health and sponsored by ArtCenter. Call (877) 351-7889 or visit www.AetnaSAP.com.

Guardian Angel Program

This program was created to identify students who have experienced an overdose. The goal is to provide support to students who have been exposed to opioids due to dental extractions, support those who have overdosed, working with them to get treatment for recovery. Our team connects with students using specially trained clinical staff and resources for support, so they can reduce the risk of a repeated overdose.

Programs and Incentives

Once you are an Aetna member, log in to your member website at www.AetnaStudentHealth.com. It's the place to take care of your benefits, and a place to save, too. Some examples are below:

- Fitness discount programs on products and services like gym memberships and exercise equipment
 - In-home weight management programs to help members reach and maintain a healthy weight
 - Health coaching to help members stop smoking, lower stress and improve health
 - Vision discounts on eye exams, eyewear, contacts and LASIK
 - Natural products and services include savings on massage therapy, vitamins and online provider
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