



Accountable Care Solutions – Aetna user instructions

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Storefront registration and log in

Website: <https://www.aetnahub.com/>

The screenshot shows the Aetna Communications Hub login and registration interface. At the top, there is a red header with the Aetna logo on the left and "Aetna Communications Hub" on the right. Below the header is a white main content area. In the center, there is a registration and login form with a red header bar. The form is divided into two columns: "Existing Users" on the left and "New Users" on the right. The "Existing Users" section includes a prompt to enter a user name and password, input fields for "User Name:" and "Password:", a checkbox for "Next time log me in automatically", and a link for "Forgot Your Password?". Below these is a red "LOGIN" button. The "New Users" section includes a prompt to enter a new user name and password and click "Continue", input fields for "User Name:", "Password:", and "Confirm Password:", and a red "CONTINUE >" button. At the bottom of the page, there is a footer with links for "privacy information", "legal statement", "faq", "aetna companies: state directory", "aetna | customer service | for help contact kim montano - montanoka@aetna.com", and "for technical assistance contact - aetna_commhubs@theygsgroup.com".

Log in to your account

Existing users (left side)

Your log in credentials are case sensitive. In the event you forget your password, click on the "Forgot Your Password?" link and we'll send you an e-mail to reset your password. If you can't remember your user name, e-mail aetna_commhubs@theygsgroup.com. Don't create a new account.

This is a close-up of the bottom portion of the login form. It shows the text "Forgot Your Password?" in blue, underlined, and a red button with the word "LOGIN" in white capital letters.

New users (right side)

Create a user name and password and enter the password again to confirm. Then fill out all required information on the "Create New Account" page and click create account. Be sure to select Accountable Care Solutions as the business unit. If your cost center is included in the drop down menu, please select it. If you don't see your cost center, select "Add New Cost Center", which will permit you to proceed with self-registration.

The screenshot shows the 'Create New Account' form within the Aetna Communications Hub. The form is titled 'Create New Account' and includes a sub-header: 'Please enter required information and click the Create Account button'. A red notice states: 'Your request for access will be reviewed by the Site Administrator within 12 hrs.' The form contains the following fields:

First Name:*	Address:*
Last Name:*	Address 2:
Company:	City:*
Title:	State:*
Business Unit:*	Postal Code:*
Cost Center:*	Country:*
E-mail Address:*	United States
Phone:	

* Required fields

Please select the Aetna business group to which you are assigned and enter your cost center.

CREATE ACCOUNT

You'll receive an initial e-mail confirmation following registration. Your request will be reviewed by the site administrator, who will set up your access to the appropriate materials. You'll receive a second e-mail notification when your account has been activated. You'll login on the left side of the screen under Existing users, with the user name and password you created when you self-registered.

Storefront landing page

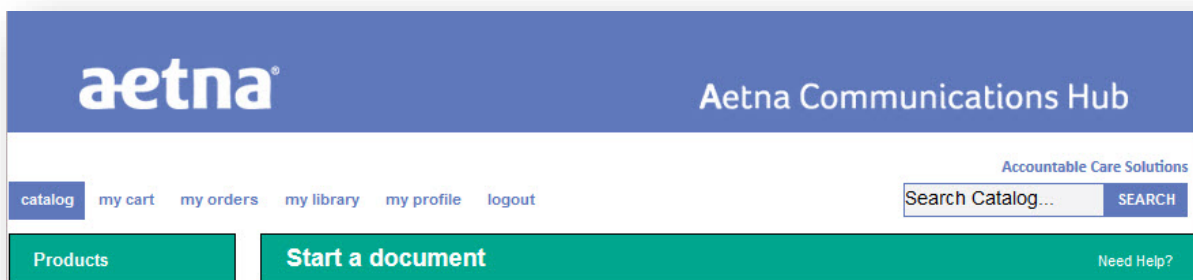


Technical questions and user support: Aetna_commhub@theygsgroup.com

After you log in, you'll see the Accountable Care Solutions landing page. Click on a blue tab on the left side of the screen to get to the products you'd like to order.

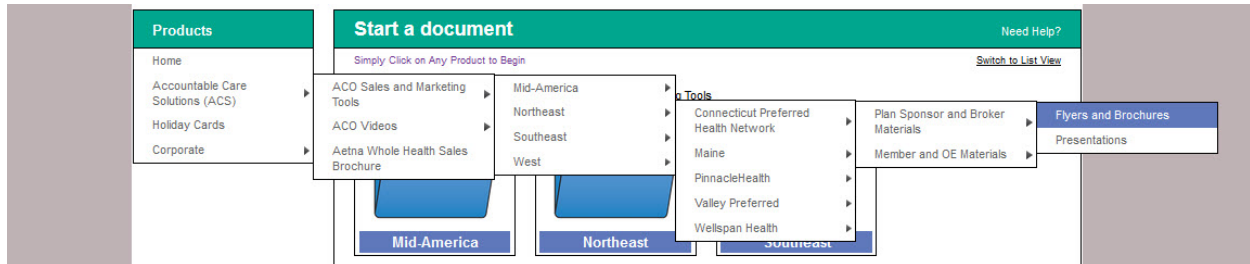
Overview of storefront catalog

This is the first selection on the navigation bar at the top of the page under the Aetna logo.



The storefront automatically brings you to the catalog selections tab.

When you mouse over Accountable Care Solutions (ACS), the menu will expand. Categories with subcategories are indicated by the right arrow symbol. ▶ Or you can click on the folder icons to navigate to the category you wish to order from.



You'll also have access to corporate products.

Product types

After selecting a product, you'll see whether it's available for print and ship, download only or print only. Print and ship products typically have a 4-5 business day lead. Some items are pre-printed and stored in the YGS Warehouse as inventory. Inventory items are usually shipped within 24-48 hours, unless your order also includes print and ship items. Print and ship items will be shipped together with inventory items to consolidate shipping costs whenever possible.

Choosing a storefront product

Select the product you'd like to order by clicking on the thumbnail image.



Selecting product output

After you've selected your product you'll go to the "Create a Document" page. The left of this page has product information for you to review and sections that you'll need to fill out to complete your order.

You'll need to choose an output type from the dropdown. Flyers and placemats are "Print and Ship" or "Download." Presentations and videos are for download only.

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Aetna Communications Hub

Allison Sreter

[catalog](#) [my cart](#) [my orders](#) [my library](#) [my profile](#) [logout](#)

Create a Document
Need Help?

Description: Read about the product and view a large preview.

Order Information

Description:
8 1/2" x 11" flyer, 2 pages, 80# Dull Text

APN:
51.03.185.1-CT (10/14)

Output Type:
Print and Ship ▾

Quantity:

Please enter a minimum quantity of 25

⏪ ⏩ Page 1 of 2 ⏪ ⏩



More value for your health care dollar

Aetna Whole HealthSM – Connecticut Preferred Health Network

A new way of looking at health care in Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham counties

We've designed Aetna Whole Health – Connecticut Preferred Health Network to:

- Lower medical cost growth over time by reducing waste, improving care coordination and closing care gaps
- Enhance each patient's experience with innovative care management programs, a 24-hour nurse line and technology
- Reward network doctors for improving patient care quality

That's member-focused, doctor-driven health care.

Accountable care up close

Our locally based accountable care model strives to reach members where, when and how they live. The goal is to improve the quality, efficiency and affordability of each member's health care — based on each member's specific needs — by:

- Engaging them with proactive, doctor-driven outreach
- Coordinating their care more effectively to close gaps in care and enhance their health care experience
- Sharing data to identify at-risk patients sooner and quickly get them the care they need
- Paying doctors for value, such as lowering costs and improving health outcomes, rather than for volume of services

This approach helps patients and their doctors make smarter health care decisions. And your employees can get better results — without paying more.

And you can save up to **5–7%*** in the first year alone.

Ask your Aetna representative for a quote.
Or visit www.aetnaacs.com/employers to learn more.

*Actual results may vary since they depend on a variety of factors including accountable care plan model.
51.03.185.1-CT10/14

Online Proof Approval

By checking the box below, I agree that spelling, content and layout are correct. I understand that my document will print exactly as it appears above and that I cannot make any changes once my order has been placed.

I have read the statement above and approve.

Quantity	25	50	75	100	
Unit Price	\$2.3200	\$1.1800	\$0.8000	\$0.6000	\$0.2

Selecting product quantity

Most print and ship items have a minimum print quantity of 25.

Zoom feature

Our zoom feature helps you to better preview a product.

To use the zoom feature, just hover your mouse over the area you'd like to enlarge.

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[catalog](#) [my cart](#) [my orders](#) [my library](#) [my profile](#) [logout](#)

Create a Document
Need Help?

Description: Read about the product and view a large preview.

Order Information

Description:
8 1/2" x 11" flyer, 2 pages, 80# Dull Text

APH:
51.03.185.1-CT (10/14)

Output Type:
Print and Ship ▾

Quantity:

Please enter a minimum quantity of 25

Online Proof Approval

By checking the box below, I agree that spelling, content and layout are correct. I understand that my document will print exactly as it appears above and that I cannot make any changes once my order has been placed.

I have read the statement above and approve.

Quantity	25	50	75	100	\$0.2
Unit Price	\$2.3200	\$1.1800	\$0.8000	\$0.6000	\$0.2

Page 1 of 2



Aetna Whole Health Network Connecticut Preferred

A new way of looking at health care
Hartford, Litchfield, Middle New London, Tolland and W


We've designed Aetna Whole Health Preferred Health Network to:

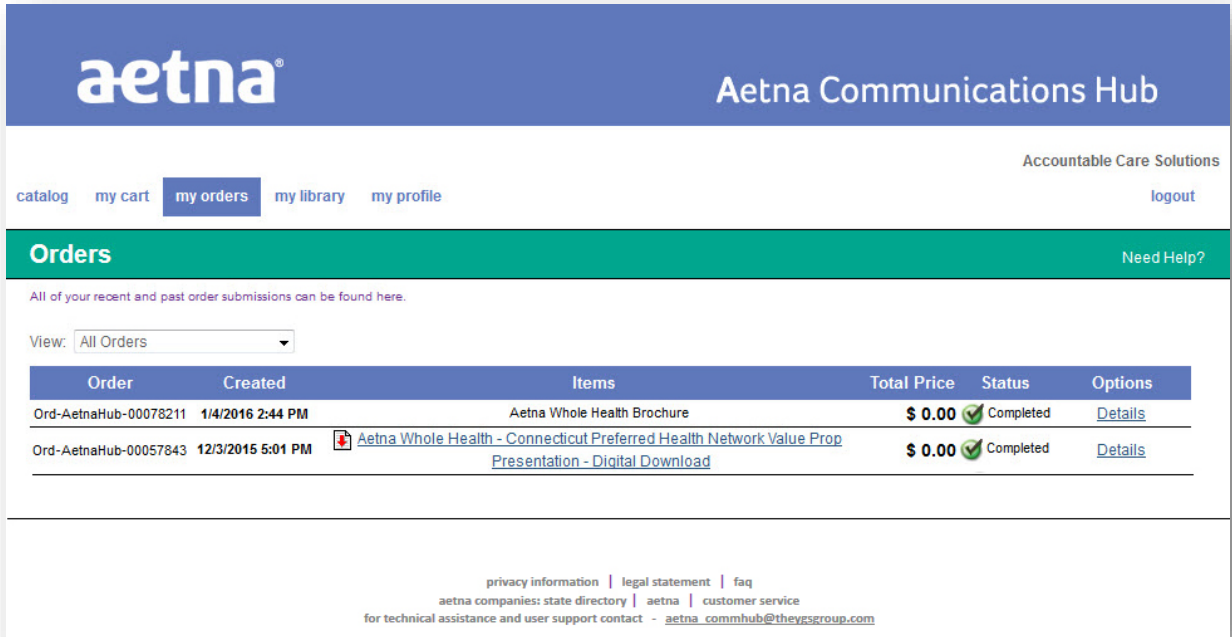
- Reward network doctors for improving patient care quality

That's member-focused, doctor-driven health care.

And you can save up to 5–7%*

Download only orders

Add download items to your shopping cart. Then you can download the file from the “my orders” tab by clicking the link next to the  after you complete your order. There’s no cost to download a static item (no customization).



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Accountable Care Solutions

catalog my cart **my orders** my library my profile [logout](#)

Orders [Need Help?](#)

All of your recent and past order submissions can be found here.

View:

Order	Created	Items	Total Price	Status	Options
Ord-AetnaHub-00078211	1/4/2016 2:44 PM	Aetna Whole Health Brochure	\$ 0.00	✔ Completed	Details
Ord-AetnaHub-00057843	12/3/2015 5:01 PM	 Aetna Whole Health - Connecticut Preferred Health Network Value Prop Presentation - Digital Download	\$ 0.00	✔ Completed	Details

[privacy information](#) | [legal statement](#) | [faq](#)
aetna companies: [state directory](#) | [aetna](#) | [customer service](#)
for technical assistance and user support contact - aetna_commhubs@theypsgroup.com

Ordering customizable storefront products

Order Information

Description:
11" x 8 1/2" flyer, 2 pages, 80# Dull Text

APN:
51.03.237.1 A (1/16)

Check to add Contact Information to back page

Broker Full Name

Company

Street

City

State

Zip

Phone Number
1-

Email

Logo (Optional)

Output Type:

Quantity:

Please enter a minimum quantity of 25

Customizing a storefront product

Enter your variable, customizable content. Then preview it by clicking "PDF Preview."

How to select your output type

Enter a quantity for each print and ship product. (Most items have a minimum print quantity of 25 required.)

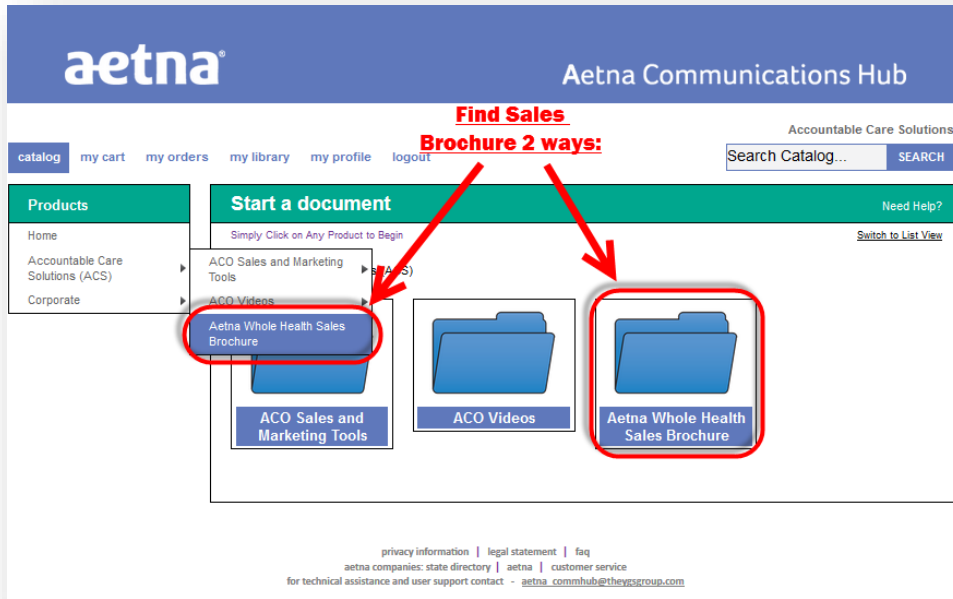
To use the customization tool to create a variable download, you'll need to pay a \$7.50 fee. There's no charge to download a static (non-customized PDF.)

After you complete the checkout process, you can find your downloadable products under the My Orders tab.

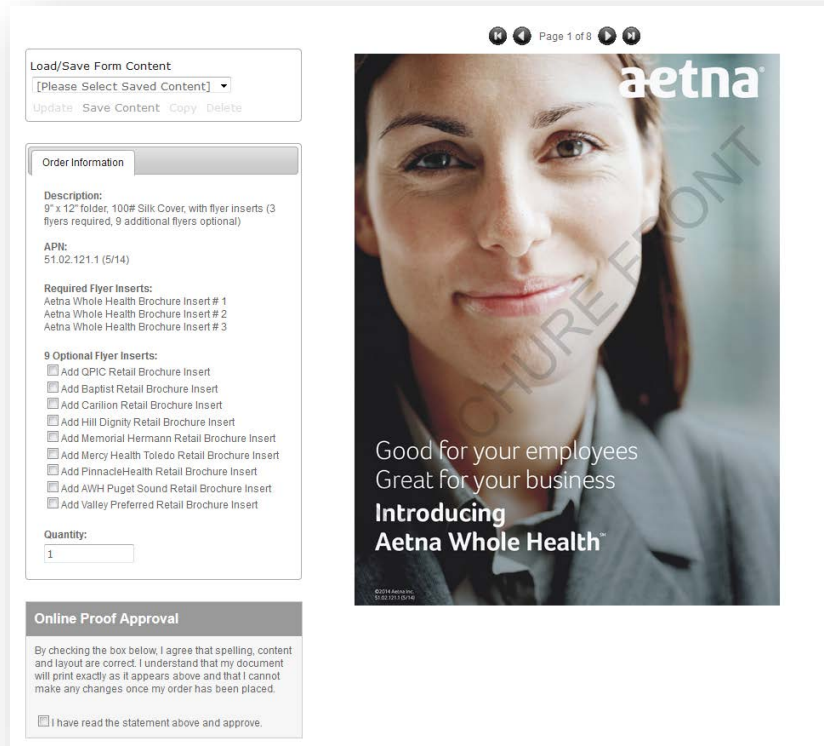
Click the link next to the .

Aetna Whole Health sales brochure

The Aetna Whole Health sales brochure has its own category.



Once you click on the thumbnail you'll see the product information on the left and a dynamic preview on the right. The preview updates as you add or remove inserts.



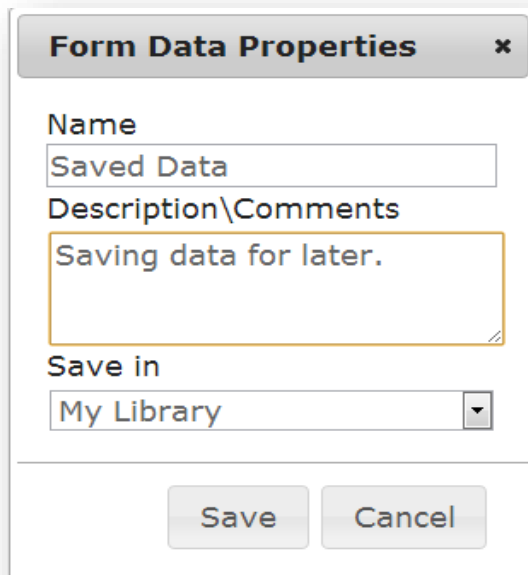
How to save your content for a customized product

1. Once you've typed your data into the fields, click on "Save Content."



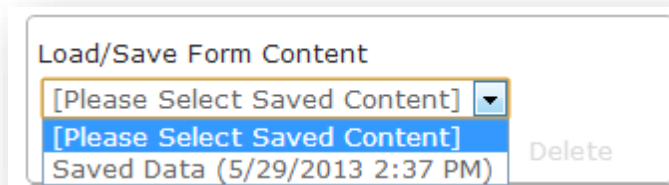
A dialog box titled "Load/Save Form Content" with a dropdown menu showing "[Please Select Saved Content]" and a small downward arrow. Below the dropdown are four buttons: "Update", "Save Content", "Copy", and "Delete".

2. Enter details about your content in the pop up box.
 - a. Enter a name for your content.
 - b. Enter a description of your content.
 - c. Save your content to "My Library."



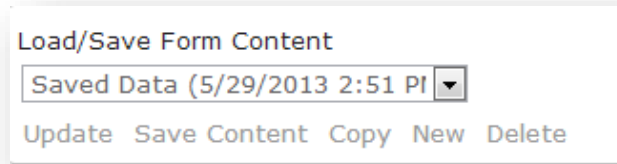
A dialog box titled "Form Data Properties" with a close button (X) in the top right corner. It contains three input fields: "Name" with the text "Saved Data", "Description\Comments" with the text "Saving data for later.", and "Save in" with a dropdown menu showing "My Library". At the bottom are "Save" and "Cancel" buttons.

3. Click on the drop down arrow to see the name, date and time you saved your data.



A dialog box titled "Load/Save Form Content" with the dropdown menu open. The menu shows three items: "[Please Select Saved Content]", "[Please Select Saved Content]", and "Saved Data (5/29/2013 2:37 PM)". A "Delete" button is visible to the right of the menu. The first two items are highlighted in blue.

If you continue filling out the form, click on the drop down arrow and select the saved data. Then click on “Update.” After you make your changes, just click on “Save Content.”

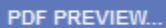


How to retrieve saved content for a customized product

1. Click on the drop down arrow under “Load/Save Form Content.”
2. Select a file name.
3. Click on “Update” which will load your saved content into the form fields.

How to view or save a PDF for review

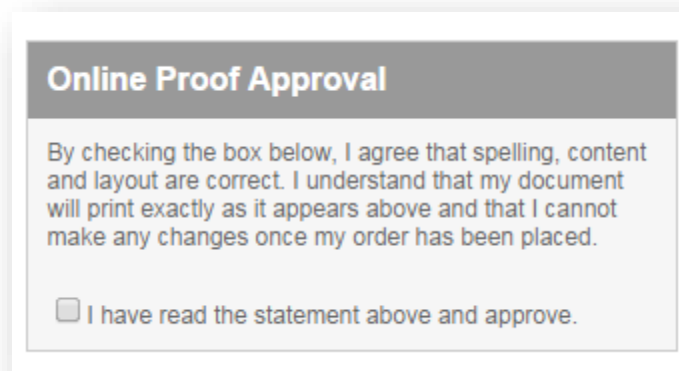
1. Click on the PDF preview button at the top or the bottom of the left panel.



2. Save the PDF after it opens.
3. Print or e-mail the attachment for review.
4. You’ll see a proof watermark on any variable (customized) product. This identifies it as a proof. After you approve the proof and check out, the watermark will go away.

Online proof approval

Before you can add any product (static, variable, print or download) to your cart, approve your proof and check the box. This step is a reminder to make sure everything is correct, because we’ll process the order as soon as we receive it.

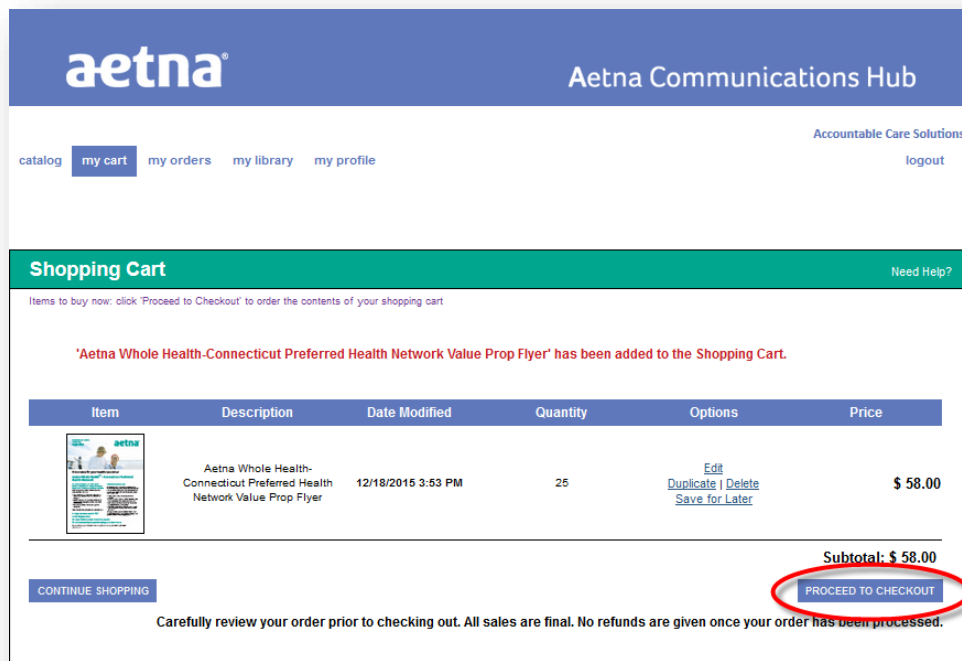


Adding a product to your shopping cart

1. After completing the form and approving your proof, click the Add to Cart button.




2. The product is now in your shopping cart. You can go back and edit, preview, delete, duplicate or save for later.
3. When you're ready to place your order, click the Proceed to Checkout button.



The screenshot shows the Aetna Communications Hub interface. At the top, the Aetna logo is on the left and 'Aetna Communications Hub' is on the right. Below the logo, there are navigation links: 'catalog', 'my cart' (highlighted), 'my orders', 'my library', and 'my profile'. On the far right, there are links for 'Accountable Care Solutions' and 'logout'.

The main content area is titled 'Shopping Cart' with a 'Need Help?' link. Below this, a message states: "'Aetna Whole Health-Connecticut Preferred Health Network Value Prop Flyer' has been added to the Shopping Cart."

Item	Description	Date Modified	Quantity	Options	Price
	Aetna Whole Health-Connecticut Preferred Health Network Value Prop Flyer	12/18/2015 3:53 PM	25	Edit Duplicate Delete Save for Later	\$ 58.00


Subtotal: \$ 58.00

Buttons: 'CONTINUE SHOPPING' and 'PROCEED TO CHECKOUT' (circled in red).

Carefully review your order prior to checking out. All sales are final. No refunds are given once your order has been processed.

Save for later function

You can remove a product from your shopping cart but save it for checkout at a later date. You don't need to delete it from your shopping cart. Just click the "Save for Later" link from the "my cart" tab.

	Aetna Whole Health In-Network Savings Flyer	1/8/2016 8:31 AM	100	Edit Duplicate Delete Save for Later	\$ 60.00
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This will refresh the page and move that product to a new section at the bottom of your shopping cart. When you're ready to buy it, just click on the "Move to Cart" link and proceed with the checkout process.


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Accountable Care Solutions

catalog **my cart** my orders my library my profile
logout

Shopping Cart
Need Help?

Items to buy now: click 'Proceed to Checkout' to order the contents of your shopping cart

Item	Description	Date Modified	Quantity	Options	Price
	Aetna Whole Health - Connecticut Preferred Network: Network Map Flyer (PCP w/Hospital Listing)	1/8/2016 8:29 AM	25	Edit Duplicate Delete Save for Later	\$ 58.00
Doc-AetnaHub-00162613					
	Riverside Value Prop Flyer	1/8/2016 8:31 AM	50	Edit Duplicate Delete Save for Later	\$ 59.00
Doc-AetnaHub-00162615					
					Subtotal: \$ 117.00

PROCEED TO CHECKOUT
CONTINUE SHOPPING

Carefully review your order prior to checking out. All sales are final. No refunds are given once your order has been processed.

Save for Later

Items to buy later: click 'Move to Cart' to move an item back to the shopping cart for purchase

Item	Description	Date Modified	Quantity	Options
	Aetna Whole Health In-Network Savings Flyer	1/8/2016 8:31 AM	100	Edit Duplicate Delete Move to Cart
Doc-AetnaHub-00162616				

Shipping and payment

Your shipping address will display from your profile.

You can also add and save other addresses as needed.

The screenshot shows the 'Checkout' page of the Aetna Communications Hub. The page has a blue header with the 'aetna' logo and 'Aetna Communications Hub' text. Below the header, there are navigation links: 'catalog', 'my cart', 'my orders', 'my library', 'my profile', 'Accountable Care Solutions', and 'logout'. The main content area is titled 'Checkout' and includes a 'Need Help?' link. Under the 'Shipping: Set Shipping Options' section, there is a 'Ship To' dropdown menu with 'Accountable Care Solutions' selected. Below this, the address is listed: 'Accountable Care Solutions, 3650 W Market St, York, PA 17404 US'. To the right of the address, there is a warning message: 'If you are unable to select a shipping method, please double check your address.' and 'If the street address, city, state and zip do not match a valid address within the UPS system, you will not be able to proceed with your order.' Below the address, there is a 'Delivery Method' dropdown menu with 'UPS Ground: \$ 6.96' selected. A 'CANCEL CHECKOUT' button is located to the right of the warning message. At the bottom of the page, there is a 'CONTINUE' button with a right-pointing arrow. On the right side of the page, there is a price summary: 'Subtotal: \$ 58.00', 'Shipping: \$ 0.00', 'Tax: \$ 0.00', and 'Total Price: \$ 58.00'. Below the price summary, there is a 'Delivery Times' section with the following text: '(All products are shipped from the East Coast)', 'UPS Ground: delivery time is 5-7 business days.', 'UPS Second Day: delivery time is 2 business days.', 'UPS Next Day Air: delivery time is 1 business day.', and '*Please note: these timeframes do not include production time.'

1. Confirm your shipping address. Click on the address book icon to edit or add a new address. (Tip: Be sure to edit the default address to match your own address when you use the site for the first time.)

The drop down menu allows you to choose from saved shipping addresses.

NOTE: Delivery times represent UPS courier “in transit” times and don’t include production time (to print the item you ordered.)

The screenshot shows the 'Address Book' page of the Aetna Communications Hub. The page has a green header with the text 'Address Book' and a 'Need Help?' link. Below the header, there is a link 'Edit your address book'. A 'BACK TO SHIPPING STEP' button is located below the link. Below the button, there is a section titled 'Addresses:' with a dropdown menu showing 'Accountable Care Solutions' selected. To the right of the dropdown menu, there are two buttons: 'EDIT' and 'ADD NEW'.

Note: We send all invoices to Aetna Procurement, not your personal address.

2. The payment information required is your department cost center. Select it from the drop down menu.
 - If you don't see your cost center, select Add New Cost Center and enter your cost center. You can complete the checkout process on this order, but you can't store your cost center for future use. To add your cost center to the drop down, e-mail ACS_Retail_Marketing@AETNA.com.

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Accountable Care Solutions
logout

catalog my cart my orders my library my profile

Checkout Need Help?

Payment: Set Payment Options

Billing Address

First Name:*

Last Name:*

Address 1:*

Address 2:

City:*

State/Province:*

Postal Code:*

Payment Information

Method of Payment:*

Cost Center:*

*Required fields

CANCEL CHECKOUT

All invoices are issued directly to Aetna Procurement.

Price Estimate:	
Subtotal:	\$ 58.00
Shipping:	\$ 6.96
Tax:	\$ 0.00
Total Price:	\$ 64.96

PREVIOUS STEP **CONTINUE**

3. Proceed to the final step and place your order.

My profile

Click my profile to edit your personal account information.

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Accountable Care Solutions

catalog my cart my orders my library **my profile** logout

My Profile Need Help?

Review your personal information. Click 'Edit Profile' to make changes.

EDIT PROFILE **CHANGE PASSWORD** **ADDRESS BOOK**

First Name: Accountable
Last Name: Care Solutions
Company:
Account Type: Individual Account
Title:
Business Unit: Accountable Care Solutions (ACS)
Broker: No
E-mail Address:
Phone Number:
Address 1:
Address 2:
City:
State/Province:
Postal Code:
Cost Center: Select
ActiveHealth Cost Center: Select
Country: United States
Bio:

UPLOAD A DEFAULT HEADSHOT...
(no image chosen)

CLEAR

EDIT PROFILE **CHANGE PASSWORD** **ADDRESS BOOK**

Editing your personal information

Click the edit profile button, make your changes and hit “accept.” You can also change your password by clicking the Change Password box at the bottom of the screen.

EDIT PROFILE

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[logout](#)

[catalog](#) [my cart](#) [my orders](#) [my library](#) **[my profile](#)**

Edit My Profile [Need Help?](#)

Edit your personal information. Click Accept to confirm your updates or Cancel to ignore them.

ACCEPT

First Name:

Last Name:

Company:

Account Type:

Title:

Business Unit:

Broker:

E-mail Address:

Phone Number:

Address 1:

Address 2:

City:

State/Province:

Postal Code:

Cost Center:

ActiveHealth Cost Center:

Country:

Bio:

UPLOAD A DEFAULT HEADSHOT... *(no image chosen)*

CLEAR

ACCEPT **CANCEL**