

Policyholder/Member Registration

Type the following into your browser or click on the link <https://www.aetnaseniorproducts.com>

This will take you to the Home page:

The screenshot shows the Aetna Senior Supplemental Insurance Solutions website. At the top is a navigation bar with links for Home, Consumers, Agents, Providers, About Us, and Contact Us. The main banner features the Aetna logo and a photograph of an elderly couple sitting on a grassy hill with a black dog. Text on the banner includes: "Aetna Health and Life Insurance Company", "Aetna Life Insurance Company", "American Continental Insurance Company", "Continental Life Insurance Company of Brentwood, Tennessee", "Aetna Companies", "Genworth Life and Annuity Insurance Company", "Genworth Life Insurance Company", and "Genworth Financial Companies; Administered by Aetna Life Insurance Company and its affiliates". Below the banner is a section titled "Welcome to Aetna Senior Supplemental Insurance Solutions".

Below the banner are three columns of service information:

- Consumers**: We offer a complete portfolio of products. Links: [Who we are](#), [How we help](#), [Access account](#) (circled in red).
- Agents/Prospects**: We can help you manage and grow your business. Links: [Become an agent](#), [Agent home](#), [Access account](#).
- Providers**: We make it easier for you to get the information you need. Links: [Check eligibility](#), [Provider home](#).

Below these columns is a section titled "IN THE NEWS" with a sub-heading "2014 Annual Enrollment Period" and a link to "Read more".

At the bottom, there are two columns of links:

- aetnaseniorproducts.com**: [Site Map](#), [Frequently Asked Questions](#), [Glossary](#), [Privacy Notices](#), [Web Privacy Statement](#), [Contact Us](#).
- aetna.com**: [Aetna Website](#), [Investor Information](#), [Careers](#), [Press Center](#), [Contact Us](#), [Diversity](#), [Health Care Reform](#), [Health & Wellness](#).

At the very bottom, there is a "FEEDBACK" icon and a footer with links for Home, Web Privacy Statement, and Privacy Notices.

Click on Access Account in the Consumers box (bottom left corner).

This will take you to the Login/Registration page:

The screenshot shows the Aetna Senior Supplemental Products login and registration page. On the left, there is a login section titled "Aetna Senior Supplemental Products* Please Log In" with fields for "User Name:" and "Password:", a "SECURE LOG IN" button with a lock icon, and a link for "Forgot Your Password?". On the right, there is a "Why Register?" section with a list of benefits: "View your policies", "Access member discounts", "Request ID card", "Request policy pages", "Update your contact info", and "Send a request". Below this list is a "REGISTER NOW" button with a star icon, which is circled in red. At the bottom left, there is a small asterisked note: "*Includes all products underwritten by American Continental Insurance Company (ACI) and Continental Life Insurance Company of Brentwood, Tennessee (CLI), both Aetna Companies; and Medicare Supplement underwritten by Genworth Life and Annuity Insurance Company (GLAIC) and Genworth Life Insurance Company (GLIC), both Genworth Financial Companies, with policy administration by Aetna Life Insurance Company and its affiliates."

Click on REGISTER NOW. This will take you to the New User Registration page Step 1. Fill in the blanks and click CONTINUE.

The screenshot shows the Aetna New User Registration page, Step 1 of 2. The page features the Aetna logo and the heading "New User Registration". Below the heading, it says "Welcome Senior Supplemental Policyholders (new users) Step 1 of 2" and provides instructions: "Enter Policy#, Last Name and Date of Birth for new user registration. If you have any questions regarding the registration process, please call 800 587.5139". It also states: "Policyholders with active policies (or policies with future effective dates) can register for website access. If your policy number starts with ACI or CLI, its alphabet I (as in Insurance) and not the number 1. If your policy number starts with 0AT, it is zero AT and not the letter O." On the right side, there is a list of Aetna and Genworth companies. The main registration form has three fields: "Policy Number: (Enter the complete active policy number)", "Last Name:", and "Date of Birth: (MM) (DD) (YYYY)". A red message "All fields are required." is displayed on the right side of the form. At the bottom, there are "CONTINUE" and "CANCEL" buttons. The footer contains the copyright notice "© 2013 Aetna Inc."

You will then be taken to New User Registration page Step 2:

Fill in the blanks. Pay close attention to box that says "all fields required".

aetna
New User Registration

Welcome to Senior Supplemental Policyholders (new users)
Step 2 of 2

Enter your user details and create a username and password.

If you are already a registered user with another Aetna website(s) -- If you try to use the same user name, you will get an error message indicating that your user name already exists. In that case, try a different combination. **Suggestion:** Use your policy number as your user name.

Aetna Senior Supplemental Insurance:
Aetna Health and Life Insurance Company
Aetna Life Insurance Company
American Continental Insurance Company
Continental Life Insurance Company of Brentwood, Tennessee
Aetna Companies

Genworth Life and Annuity Insurance Company
Genworth Life Insurance Company
Genworth Financial Companies; Administered by Aetna Life Insurance Company and its affiliates

All fields are required.

Username Profile:
1. Username length must be no less than 6 characters and no more than 64 characters long.
2. Username should not be same as any other usernames used for any Aetna website.

Password Profile:
1. Password length must be no less than 6 characters and no more than 20 characters long.
2. Password is allowed to have multiple pairs, but not more than two repeating characters.
3. Password must contain at least one digit and one letter.
4. Password may contain special characters.
5. Password cannot contain your name or your user name.

First Name:

Last Name:

Email Address:

Username:

Password:

Confirm Password:

Challenge Question:

Challenge Response:

CONTINUE **CANCEL**

After all information is filled in, click CONTINUE.

After successful registration, you will be taken to the below screen

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New User Registration

You have successfully registered!
You can start using your new username and password.
Please proceed to [Login](#).

Aetna Senior Supplemental Insurance:
Aetna Health and Life Insurance Company
Aetna Life Insurance Company
American Continental Insurance Company
Continental Life Insurance Company of Brentwood, Tennessee
Aetna Companies

Genworth Life and Annuity Insurance Company
Genworth Life Insurance Company
Genworth Financial Companies; Administered by Aetna Life Insurance Company and its affiliates

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At this point, you should be registered. Click on the 'Login' link and log into the website with the user name and password that you just created.

Thank you!

Website technical assistance:
aetssiwebassist@aetna.com
800 587.5139 (Mon.- Fri., 8:00am – 5:00pm CST)