Aetna Single Sign-On (SSO) In Employee Self-Service (ESS)

Q 1. Who is eligible to participate in the Single Sign-On?
A 1. Benefit-eligible State, school district, charter school and higher education employees (with the exception of the University of Delaware) who are currently enrolled in a State of Delaware health plan administered by Aetna, are eligible and encouraged to access their Aetna Member Account via Single Sign-On (SSO) in Employee Self-Service.

In instances where both spouses are state employees, only the employee who holds the coverage (policy/contract holder) can access their Aetna Member account via SSO in Employee Self-Service (ESS). Spouses in these instances are still encouraged to register on the Aetna Member website to access their online tools and resources.
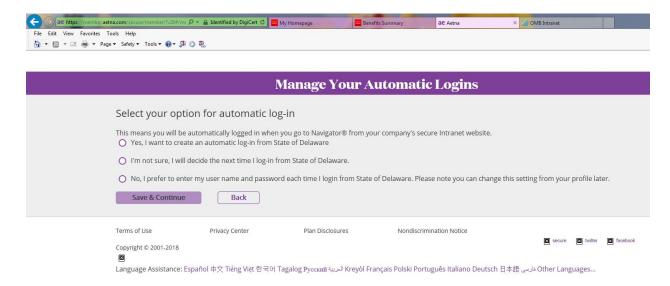
Q 2. What is the purpose of Aetna SSO?
A 2. The purpose is to encourage benefit-eligible employees who are currently enrolled in a State of Delaware health plan administered by Aetna to access their Aetna Member account using Employee Self-Service at employeeselfservice.omb.delaware.gov.

Q 3. What do I need to do?
A 3. Already have an Aetna Member account?

You can access your **Aetna Member Account via Single Sign-On** in **Employee Self-Service:** employeeselfservice.omb.delaware.gov. In Employee Self-Service, follow the navigation: Employee Self Service → Benefits → Aetna. You will first need to enter your user name and password and confirm that "Yes, I want to create an automatic log-in from State of Delaware," see below screenshot. Subsequent logins will take you directly into your Aetna Navigator account.

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If I have not registered, what do I need to do?

Login to employeeselfservice.omb.delaware.gov and follow the navigation: Employee Self Service → Benefits → Aetna. You will first be required to register and then validate your preferences in "Your Profile". The next time you login to your Aetna Member account via ESS, you will need to enter your Aetna Navigator user name, password and answer a security question. Subsequent logins will take you directly into your Aetna Member account.

Q 4. What are the benefits of registering on Aetna's website?
A 4. Following registration, you can access your Aetna account to:
- View claims and know how much to pay
- View your explanation of benefits (EOB)
  - Request eDelivery of EOBs
- Get cost estimates on common health care procedures and surgeries
- Find doctors and other providers
  - Get quality information and patient reviews on health care providers
- Get online discounts
- Use health, wellness and disease management resources

Q 5. Who do I contact if I am having trouble registering on the Aetna member website?
A 5. For technical questions about the website, contact Aetna at 1-877-542-3862.

Q 6. How do I access Employee Self-Service?
A 6. Employees can access Employee Self Service by visiting employeeselfservice.omb.delaware.gov.

Q 7. What if I have questions about navigating Employee Self-Service or resetting my password?
A 7. For questions regarding Employee Self-Service navigation or password resets, please email ePay_Security@state.de.us or call 1-866-751-7833.

Q 8. Once I am logged into Employee Self-Service, what is the navigation to view my Aetna Delaware account?
A 8. Employee Self-Service → Benefits → Aetna.