



ChoiceView™

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ChoiceView™ for Aetna

**Member Guide for Apple
Devices**

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Member User Guide For Apple (iOS) Devices

The following information is provided in the ChoiceView For Aetna member user guide within the Apple mobile app.



Quick Start

The "ChoiceView for Aetna" app allows you to receive visual materials sent from an Aetna representative during a regular phone call with that person. Seeing the information discussed makes the call more efficient and less error prone. In addition, you can save this information visually for future reference so you don't have to take notes.

1. As a first step, obtain the "ChoiceView for Aetna" app from the Apple App Store. It's free. Install the app and make the required settings. This should take about 30 seconds.
2. Then call Aetna in the normal way from your iPhone. When instructed by the Aetna representative, open the "ChoiceView for Aetna" app and tap the Start button.
3. Visual information will appear in the Session view. You can save this information in History by tapping the "+" button in the navigation bar.
4. You can end a ChoiceView session at any time by tapping the "End Session" button.
5. If you're using an iPad or iPod touch as your mobile device, you can call Aetna from another phone. Visual materials sent during the call will appear in the "ChoiceView for Aetna" app on your mobile device. In this case, be sure to

enter the phone number of the phone you're using under ChoiceView Settings.

Installing the ChoiceView App

1. Obtain the "ChoiceView for Aetna" app in the usual way from the Apple App Store. It's free.
2. When you first open the app, you'll be taken to the Settings view. If you're using an iPhone, enter its phone number in the Phone Number field.

If you're using an iPad or iPod touch, enter the phone number of the associated phone that will be used for calls in the Phone Number field. Further information is in Section 5 below.

NOTE: The phone number you enter must match exactly with the phone number of the iPhone or other phone you're using.

3. Enter your First Name and Last Name. Then tap the Next button.
4. You will be taken to the Password page. Enter the password you want to use for accessing ChoiceView History. Items you choose to save in History are secure and are accessible using this password. If your mobile device is lost, others cannot access History.

NOTE: Please remember your password. For security, once you save it you won't be able to refer back to it or change it except by re-installing the app.

NOTE: Password construction conforms to normal Aetna password rules.

- It must be a minimum of eight characters. Adjacent characters cannot be identical characters or sequential numbers.
 - It must contain at least three of the following four character groups:
 - English uppercase characters (A - Z)
 - English lowercase characters (a - z)
 - Numbers (0 - 9)
 - Special characters (such as \$, @, #, %)
5. After you've entered the password, tap the Save button. You'll be taken to the Start page in the Session view.

Starting and Ending a ChoiceView Session

1. The ChoiceView app only functions during an active call with an Aetna representative. To start a ChoiceView session during the call, open the ChoiceView app when instructed and tap the Start button.
2. An Aetna representative will typically end the ChoiceView session at the appropriate time. However, you can end it at any time by simply tapping the "End Session" button.

Using ChoiceView History

1. When there's visual information in a ChoiceView session you want to save, simply tap the "+" button in the navigation bar of the Session view. You can also page back to information received earlier in the session using the arrow buttons and then tap the "+" button as desired.
2. To access items saved in History, tap the History button. You'll be prompted to enter the password you set during installation of the ChoiceView app.

NOTE: Once you've successfully entered the password, you'll have access to History for the next 15 minutes without having to re-enter it. If the mobile device is powered off or auto-locks / sleeps in the meantime or if you exit the app, you'll need to re-enter the password to access History again.

NOTE: If you fail to successfully enter the password in seven tries, access to History will be permanently denied.

Frequently Asked Questions From Members

Device and Carrier Questions

1. What devices does the ChoiceView for Aetna app support?
ChoiceView for Aetna mobile app supports iOS version 5 and higher (this means that iPhone 3 isn't supported, but 3GS and newer are) and Android OS version 2.3 and higher. Also, the image sharing option is not available for users in Droid X2.
2. Does the ChoiceView for Aetna app work with Verizon?
Yes, however, iPhones and older Android phones on Verizon do not support a data session during a phone call. The solution is to use Wi-Fi for data. Alternatively, you can use a separate phone, Skype or Google Voice for the call as described below. Newer Android phones on Verizon do not have this limitation.

3. Can I use the ChoiceView for Aetna app with my iPad, iPod touch and/or Android tablet?

Yes. Just use an associated landline or mobile phone for the call. You can also use Skype, Google Voice or other VoIP app. The phone number of the phone you're using should be entered under ChoiceView / Settings.

4. Can I use the ChoiceView for Aetna app with Skype or Google Voice?

Yes. The only requirements are that the VoIP phone be capable of dialing a normal phone number (e.g., 303-555-1212) and that caller ID (the phone number of the calling phone) is delivered to the destination. For Skype, the caller ID should be entered under ChoiceView / Settings. For Google Voice, the caller ID is the same as the phone number assigned and should be entered under ChoiceView / Settings.

5. What if the data connection on my mobile device drops during a ChoiceView for Aetna call?

Assuming that the phone call is still in place, just continue to talk with the Aetna representative. The app will prompt you to re-establish the ChoiceView session. Please do so when the data connection is restored. You can also exit the app and reopen it to re-establish the session.

6. Will I incur data charges for using the ChoiceView for Aetna app?

If you have a data plan, you will be charged per your plan contract. If you have an unlimited data plan, then the visual content received via the ChoiceView for Aetna app is included in your plan and no additional charges will be incurred.

Mobile App Password History Questions

7. Why do I need to enter a password?

Due to Aetna privacy and security requirements, a password is required at the time the app is installed. This password will only be displayed once and is not be able to be changed. As an Aetna member, you are not allowed to proceed beyond the password settings screen until a valid password is entered and saved.

8. What are the password requirements for the ChoiceView for Aetna app?

Due to Aetna privacy and security requirements, your password needs to be:

- Minimum of 8 characters with at least 3 types of character groups represented: upper-case, lower-case, numbers and special character such as !, @, #, \$, etc.
- Adjacent characters cannot be identical characters or sequential numbers.
- Password is case sensitive

9. What if I forget my password?

Due to Aetna privacy and security requirements, if you do not enter the correct password after seven tries, access to the *History* on your mobile device will be permanently denied and/or files saved in *History* will be deleted. Password reset can only be accomplished by re-installing the ChoiceView for Aetna app.

Questions About Interacting via the ChoiceView for Aetna App

10. When I open ChoiceView for Aetna and tap the Start button, nothing happens or I receive an error message.

It's probably because you don't have a working data connection, either 3G/4G or Wi-Fi. To check, open a browser on the device and ensure that you can load a web page. NOTE: Certain Wi-Fi networks require a separate login and approval process before the connection is established.

11. I'm on a working Wi-Fi connection, but when I tap the Start button, nothing happens or I receive an error message.

In rare cases on certain Wi-Fi networks, the network may be blocking the ports used in a ChoiceView session. The solution is to switch to a different Wi-Fi network or use 3G/4G.

12. Why did the ChoiceView for Aetna app on my Android suddenly shut down?

When you hit the back arrow repeatedly on an Android device, the app is being forced to exit. Launch the app again and re-connect to an Aetna representative.

Questions About Sharing and Saving Content with ChoiceView for Aetna

13. Why don't I see what you are referring to on my device?

It may be because there is both a desktop and mobile version of a website so we will both see different screens.

14. How do I save the information you are sending me?

You need to save each specific interaction if you want to access it in the future. To do so:

1. Click on '+/Add to History' button
2. Click 'Yes' from the pop up
3. Click on 'View History' from the footer

NOTES: A confirmation pop up window is NOT displayed when you save an item. Also, chat messages cannot be saved in *History* on any mobile device.

15. What if I forget to save information that I received from Aetna?

Unfortunately, any information received and not saved in *History* will be deleted when the app is closed. Therefore, be sure to save each specific interaction if you want to access it in the future.

16. How do I access my content history?

You can view your history by first selecting the *History* button. Due to Aetna privacy and security requirements, when the *History* button is initially selected, a password will be prompted for. Once you enter the correct password, access will be granted and a 15-minute timer will be initiated. Access to your *History* will be blocked and password entry will be required again when access is attempted after auto lock / sleep of the mobile device or expiration of the 15-minute timer.

17. What can I see in my content history?

History displays saved entries in a table / grid view. Each history entry includes a thumbnail and possible other information. When you select the thumbnail, the complete file is displayed. If there is no content saved in your history, an empty page will be displayed.

More Information about ChoiceView on the Web

For the latest about ChoiceView, go to
<http://www.radishsystems.com>.