

# MESSA supplemental plans

messa.org

## How to file a claim

MESSA partners with Aetna to provide accident, critical illness and hospital indemnity supplemental plans to MESSA members. When you have a claim, it's easy to file it electronically with Aetna.

Start by signing in to your **MyMESSA member account** and selecting **"Supplemental claims"** on the left side of the screen. From there, you'll be taken to the Aetna member portal.

The screenshot shows the MyMESSA member portal interface. At the top, there is a header with the user's name "Hi, John", contact information "SECURE MESSAGING | 800.336.0013", and navigation links "HOME | LOGOUT" and a search bar. Below the header is the MyMESSA logo and a navigation menu with "HOME", "BENEFITS", "CLAIMS", "MANAGE ACCOUNT", and "CONTACT US". On the left side, there is a sidebar menu with options: "View My Subscriptions", "Find Care", "Optum Rx home delivery", "ExpressScripts", "Submit a supplemental claim" (highlighted with a red circle and an arrow), and "Secure messaging". In the center, there is a table showing claim details:

Claim totals	Amount billed	MESSA coverage		Member responsibility	
		Provider savings	MESSA payment	Deductible	Copayment/ coinsurance
Total Medical	\$3,508.50	\$1,123.83	\$26.17	\$3,508.50	\$0.00
Total Pharmacy	\$2,565.80	\$2,032.93	\$61.78	\$441.50	\$29.59
<b>Totals</b>	<b>\$6,074.30</b>	<b>\$3,156.76</b>	<b>\$87.95</b>	<b>\$2,800.00</b>	<b>\$29.59</b>

## MyAetnaSupplemental.com

Select **"Report New Claim"** and answer a few questions about the covered incident. Once your claim is finalized, you'll receive a direct deposit or a check in the mail.

The screenshot shows the MyAetnaSupplemental.com member portal interface. At the top, there is a header with the Aetna logo, navigation links "My Alerts", "My Profile", and "Help", and a "Sign Out" button. Below the header is a navigation bar with "My Dashboard", "My Claims", "My Documents", and "Contact Us". The main content area shows the "My Dashboard" page with a "Direct Deposit Enrollment" button and a "Report New Claim" button (highlighted with a red circle and an arrow).

You can also submit a claim through the mail. The claim forms can be found at [messa.org/Supplemental](https://messa.org/Supplemental).

In addition, you can access your supplemental plan information and documents in your MyMESSA member portal under "Benefits." If you have any questions, call our Member Service Center at 800-336-0013.