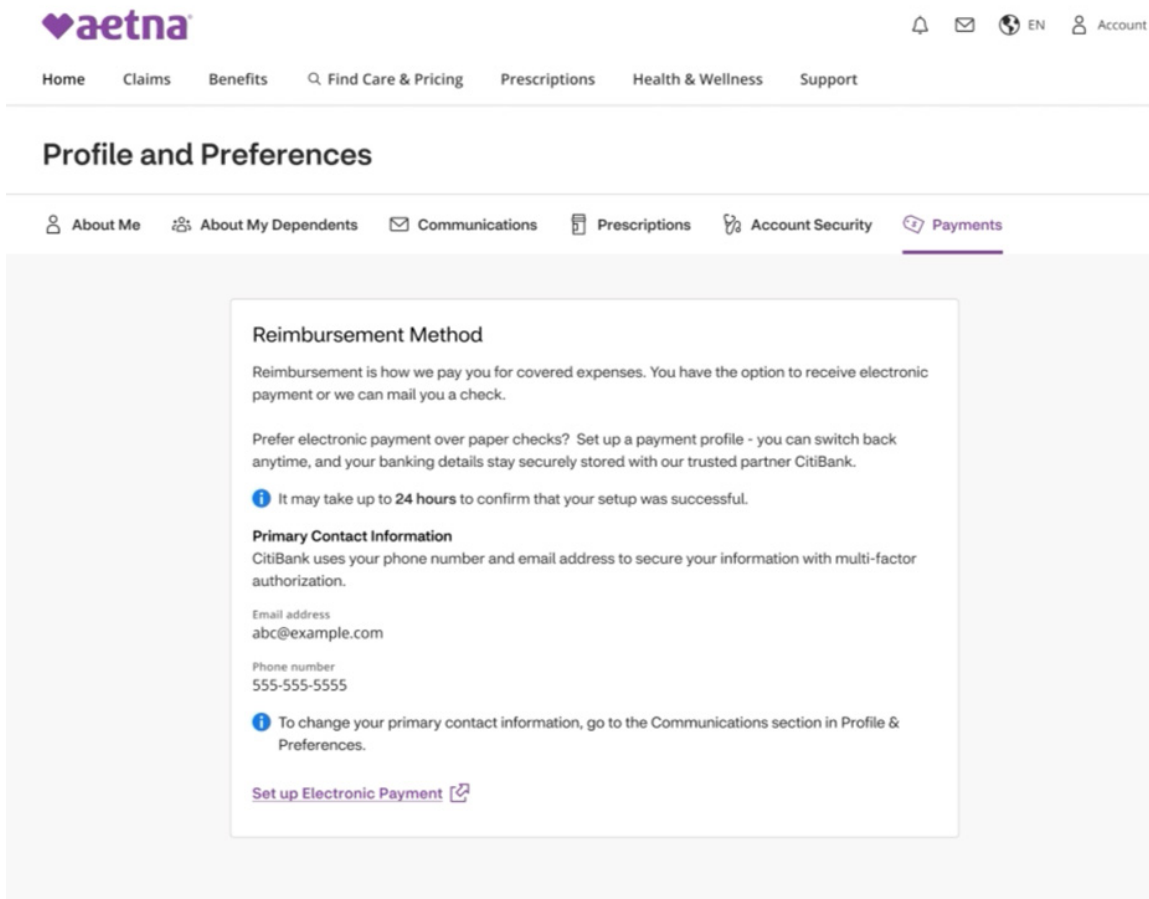


# Electronic Funds Transfer



**aetna** 🔔 ✉ 🌐 EN 👤 Account

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## Profile and Preferences

[About Me](#) [About My Dependents](#) [Communications](#) [Prescriptions](#) [Account Security](#) [Payments](#)

### Reimbursement Method

Reimbursement is how we pay you for covered expenses. You have the option to receive electronic payment or we can mail you a check.

Prefer electronic payment over paper checks? Set up a payment profile - you can switch back anytime, and your banking details stay securely stored with our trusted partner CitiBank.

**i** It may take up to **24 hours** to confirm that your setup was successful.


#### Primary Contact Information

CitiBank uses your phone number and email address to secure your information with multi-factor authorization.

Email address  
abc@example.com

Phone number  
555-555-5555

**i** To change your primary contact information, go to the Communications section in Profile & Preferences.

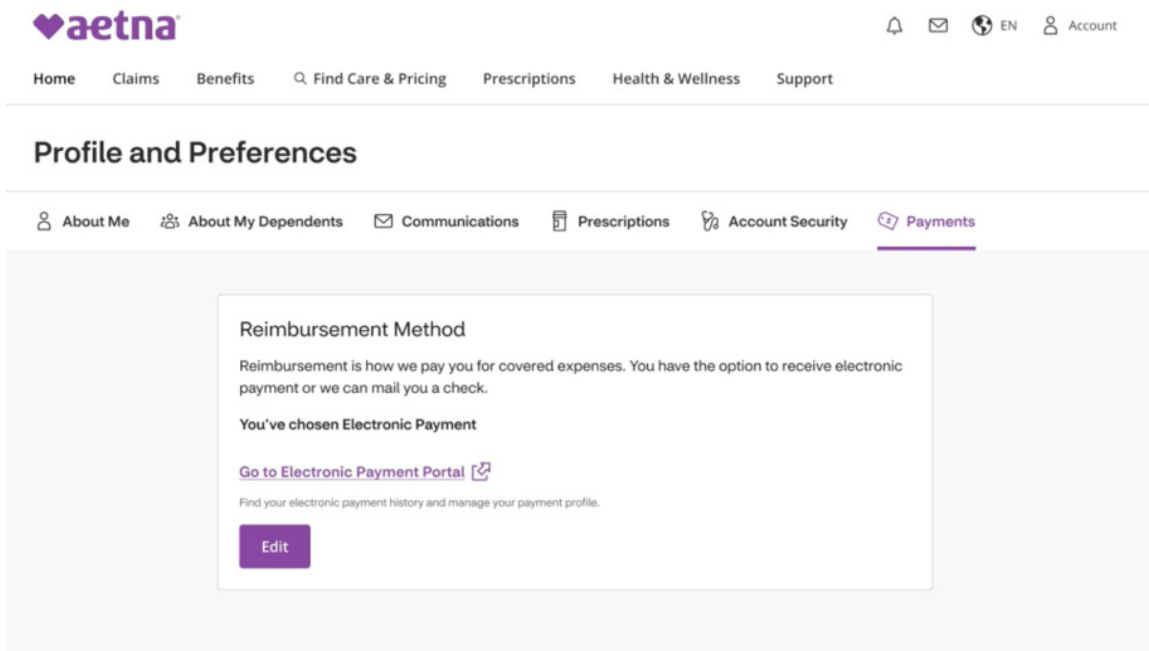
[Set up Electronic Payment](#) 

## Enrolling in EFT

### How to Enroll in EFT:

1. Log into the Aetna member website/app and navigate to Profile and Preferences.
2. Select Payments.
3. Confirm email address and phone number are accurate.
4. Enter the Electronic Payment portal by clicking on “Set up Electronic Payment”.
5. Once in the portal, select the preferred reimbursement option and enter required information.

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👤 About Me 👤 About My Dependents ✉ Communications 📄 Prescriptions 🔒 Account Security 💳 Payments

### Reimbursement Method

Reimbursement is how we pay you for covered expenses. You have the option to receive electronic payment or we can mail you a check.

You've chosen **Electronic Payment**

[Go to Electronic Payment Portal](#) 

Find your electronic payment history and manage your payment profile.

[Edit](#)

## Managing Reimbursements and Submitting New Requests

### Track Reimbursements or Change Payment Method:

1. Log into the Aetna member website/app and return to Profile and Preferences > Payments.
2. Click on the link to re-enter the Electronic Payment portal.

### Submit New Out-of-Pocket Costs for Reimbursement:

Log into the Aetna member website/app and navigate to Claims.