How to register for CareAccess Live

Follow this guide to register for CareAccess Live and get on-demand care when and where you need it.

For self-funded plans, coverage is offered by your employer and administrative services are provided by Aetna Life Insurance Company (Aetna). 00.02.526.1
What is CareAccess Live?

CareAccess Live is a virtual care platform that allows Aetna Memorial Hermann and Texas Medical Neighborhood plan members to connect to a doctor within seconds - from any web-enabled device. Use CareAccess Live when you:

- Feel sick, but it’s not an emergency
- Have a minor injury
- Have general medical questions or want peace of mind
- Need a routine prescription refill (controlled substances, non-therapeutic and certain other drugs may not be available)
- Are not sure where to go to obtain care

CareAccess Live doctors are available 24 hours a day, 7 days a week.

Where to access CareAccess Live

By mobile device
Download the CareAccess Live app from the App Store® or Google Play™ by searching “CareAccess Live.” Then choose Create Account under the Sign In box to start registering.

By computer
You can also go to CareAccessLive.com to register and use CareAcess Live.
1. Enter your date of birth and Aetna ID number
Fill in your name, date of birth, email, and identification number with your two-digit suffix (located on your Aetna membership card). Tap Continue to send yourself a confirmation email. If you need help, tap the chat bubble to talk to customer support.

2. Accept invitation email
Check your inbox for an email with the subject line, “CareAccess Live Invitation Instructions” and click Accept Invitation. If you don’t see the email in your inbox right away, check your spam folder.

3. Accept terms and agreements
Tap the boxes to agree to standard terms and agreements. Then, tap Continue.

4. Create a password
Create and confirm your password. On the mobile app, you can then set a 4-digit password for faster login next time.

5. Begin using CareAccess Live
Click on CareAccessLive under MY HEALTHCARE SERVICES to take you to the chat window. Send a simple “Hi” and get connected to a doctor instantly!
Need help with CareAccess Live?

• Go to CareAccessLive.com to learn more.
• Use the help bubble on the CareAccess Live registration page for assistance with log-in issues.
• Email support@cirrusmd.com for bugs or connectivity issues.
• Contact the customer service phone number on the back of your Aetna ID card.