

DocFind[®] Provider Directory

Facts at a Glance



Locate providers using
the criteria that's best
suited to your needs!

Selecting a physician and other health care providers for you and your family is important. DocFind, our online provider directory, available 24 hours a day, 7 days a week, makes it easy.

DocFind is Aetna's premier online provider search tool. Up-to-date listings of participating physicians, dentists, other medical professionals and facilities are available at your fingertips. With our easy-to-use format, you can search for a provider online by name, specialty, ID, gender and/or hospital affiliation.

How do I use DocFind?

You can use DocFind anywhere you have Internet access. A step-by-step overview of how to use DocFind is on the back of this flyer. If you have questions while searching for a provider, simply click on the "Contact DocFind" link located at the top of any DocFind page to send us a comment or question. Once you become a member, you can also call Member Services with questions about your benefits by using the toll-free number on your member ID card.

What does DocFind enable me to do?

- **Choose from four search options.** Search for a provider by using a variety of criteria such as specialty, gender and/or hospital affiliation, or search using the provider's name or ID number. You can also use the "Find A Specialist" option to quickly locate a specialist. More information about search options is available on the back of this page.
- **Make the informed choice.** DocFind gives you easy access to information about providers that is not available in paper directories. This includes information about which plans the provider accepts, medical school attended, board certification status, and gender, as well as information about the provider's offices, such as handicapped access, office hours, etc. Other features include maps, driving directions and listings, where applicable, of a provider's other office locations.

- **Get up-to-date information.**

DocFind is updated three times per week, giving you access to the latest available information.

- **Enjoy personalized search features via Aetna Navigator.**

Don't forget to visit the Aetna Navigator[™] online member services website. By registering, you'll get a personalized version of DocFind, which prefills your plan name and zip code, making your search even easier. And while you are there, check on the status of a claim, request ID cards, contact Aetna Member Services and more!

- **Review a list of transplant facilities** in our Institutes of Excellence[™] network.

- **DocFind en Español.** DocFind now offers a Spanish version of the website. From the home page of DocFind, a user may simply click on the "*Versión en español*" button at the top of the page to switch to the Spanish version.

See back of this flyer for instructions.

We want you to knowSM



Step-by-Step Instructions

To access DocFind, simply log on to www.aetna.com. If you are not yet a member, go directly to DocFind from the Aetna home page. If you are already a member, go to Aetna Navigator to access DocFind.

**Considering enrolling in an Aetna plan?
Looking to change your PCP?
Need to locate a specialist?**

DocFind's "Standard Search" can help!

1. Enter the geographic information for the area where you wish to find a participating provider.
2. Select the type of provider you wish to find, such as Primary Care Physician (PCP), Specialist, Dentist, Medical Hospital or Pharmacy.
3. Select a plan.
4. If you choose, narrow your search by specialty, gender, languages spoken, hospital affiliation and/or name. Or, request a list of all providers who match your geographic and plan requirements.
5. **That's it!** You will be presented with a list of providers who match your criteria. You can obtain additional information about each provider by clicking on the "Provider Detail" link.

Know the name of the provider you're looking for?

"Search By Name" is your direct route!

1. Enter the geographic information for the area where you wish to find a participating provider.
2. Input the name of the individual provider you wish to find.
3. Select the type of provider you would like to find — either Medical or Dental. Then hit "Continue."
4. **It's that easy!** You will be presented with a list of the providers who match your requirements. You can obtain additional detail about a particular provider by clicking on the "Provider Detail" link.

Looking for a specialist? Not sure what kind of specialist you need?

"Find A Specialist" offers two ways to search!

1. Enter the geographic information for the area where you wish to find a participating provider.
2. Select from the following options: (A) I know what type of specialist I am looking for; or (B) I'm not sure what kind of specialist I need.
3. Option A allows you to select the name of the specialist (medical, dental, or facility) you are looking for, as well as the plan.
4. Option B brings you to the DocFind®-A-Specialist tool. This unique tool allows you to locate medical specialties based on area of the body, using a human image.
5. **You're done!** You will be presented with a list of the providers who match your search criteria. You can obtain additional information about each provider by clicking on the "Provider Detail" link.

Need to confirm a Provider Identification Number (ID)?

Use "Search by Provider ID" to locate all providers who may be associated with a specific provider ID.

1. Enter the ID number you wish to research.
2. Select the provider type: medical, dental or facility.
3. **That's all there is!** You will be presented with a list of providers who are linked to the ID number you provided. You can obtain additional information about each provider by clicking on the "Provider Detail" link.

Log on to www.aetna.com today for easy access to up-to-date participating provider information!

Need a paper directory?

If you are already an Aetna member, please call the toll-free Member Services number on your ID card.

If you are considering the HMO, Aetna Open Access® HMO, Quality Point-of-Service® (QPOS®), Aetna Choice® POS or USAccess® plan, please call 1-800-323-9930.

If you are considering the Elect Choice®, Aetna Open Access Elect Choice, Managed Choice®, Aetna Open Access Managed Choice, Aetna Choice POS II or Open Choice® plan, please contact your employer or plan sponsor.

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