

How to search for a provider on Aetna website

This is the current procedure before you become an enrolled member

-go to www.aetna.com

-at the top of the page, to the right of the “Aetna” logo, click on “find a doctor”

-under the “Not a member yet” section, there are 3 choices: click on “Aetna Medicare Plan” (the choice in the middle)

-then select “2019 Medicare plans through an employer”

-under the “Permanent Residence plan search” enter a zip code or city for the provider search, this can be your home zip code/city

-underneath the zip code, click on “Select plan to find providers”

-click on “Medicare Advantage with Prescription Drug Plan”, then select “Aetna Medicare Plan (PPO) with Extended Service Area (ESA), then select “Medical”

-then click on “Continue to find care” in purple at the bottom of the page.

From here, you can select from categories of providers, or enter a providers’ name or medical group.

**Please note: the default mileage for the search is within 25 miles of the zip code/city entered. If the provider is more than 25 miles away, click on “change location” next to the zip code/city listed at the top of the page, then you can enter a greater mileage for the search.

Aetna’s PPO plan design, called Extended Service Area (ESA), provides the same benefits to retirees whether members choose in-network providers or out-of-network providers.