

Find which networks you're in with our online provider directory

Do you accept Aetna?

Just because you accept Aetna or are in some Aetna networks doesn't mean that you're in network for all Aetna plans.

We may offer a variety of plans with subtle differences in our networks. Plans with lower premiums, for example, often have smaller or "narrower" networks.

You may accept Aetna and even be part of some networks under Aetna plans. However, you could still be out of network for your patient's specific plan.

NOTE: Networks may change. Please check your network status during open enrollment.

Your patients

Your patients have access to a provider lookup tool that'll help them locate providers that are in network for their plan/network.

Your patients may call and ask if you accept Aetna. Be sure to verify the name of their plan/network before responding.

Your patients may pay higher out-of-pocket costs if you're not considered in network for their plan/network.

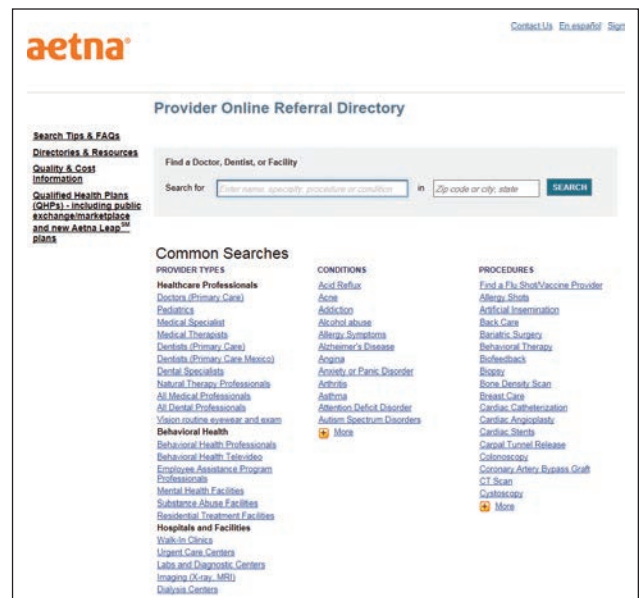
Your patients may have no out-of-network benefits. And their plan will only pay benefits in case of an emergency.

How to verify plan/network participation

Visit our [online provider directory](#).

Also known as the DocFind® referral directory and accessible via our secure provider website on NaviNet®.

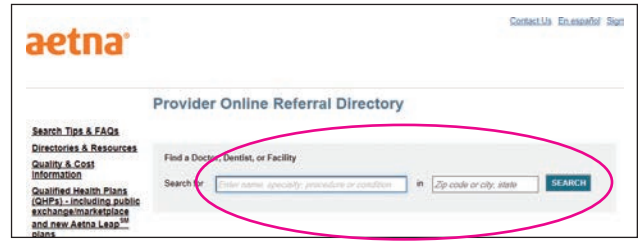
DocFind is updated six days a week, excluding holidays and Sundays.



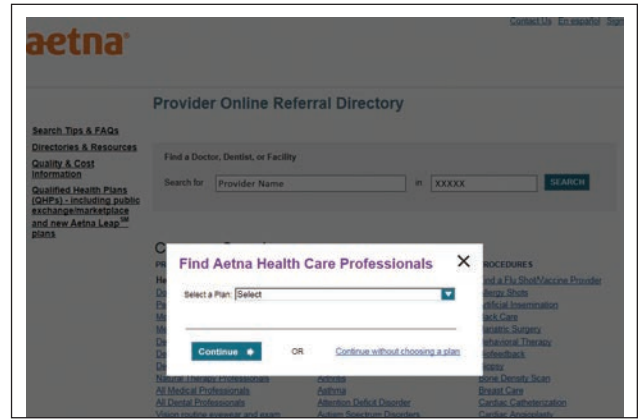
Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies, including Aetna Life Insurance Company and its affiliates (Aetna).

Online provider directory search

Enter provider's name and location and click "SEARCH."



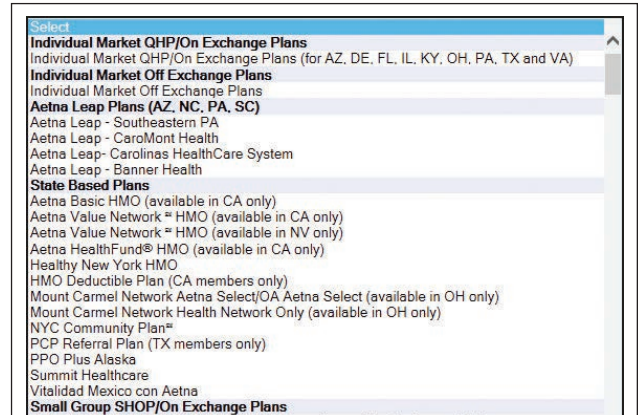
Select a plan or continue without choosing a plan. You can select a patient's plan if you know it. The plan name is located on the member's Aetna ID card. Or your patient may tell you the name of the plan they're thinking about buying.



Online provider directory search — option 1

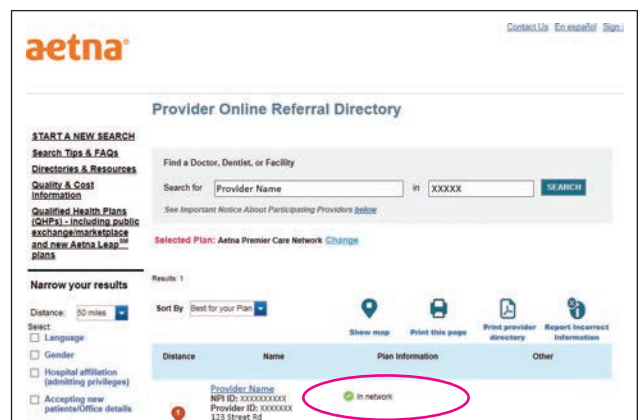
Scroll down the list until you find the name of the patient's plan and any applicable network.

You may see plans in other states.



Online provider directory search — option 1 results

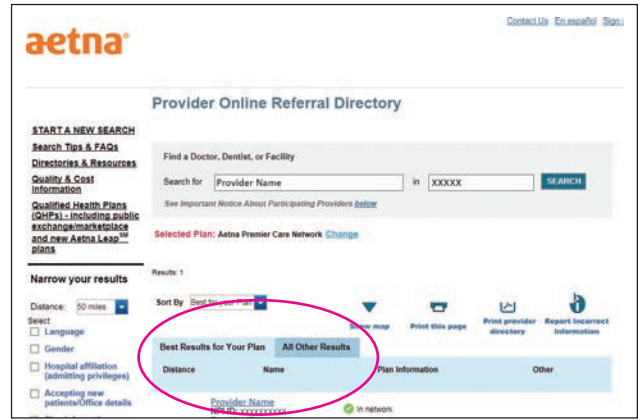
The selected plan name will appear in the result. You'll also see the network status below "Plan Information."



How to identify a tiered network

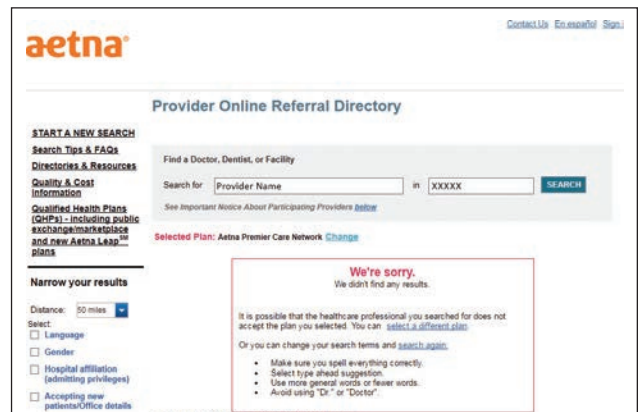
Some plans include a tiered network. This means patients pay less out of pocket when they see Tier 1 providers.

If the network is tiered, you'll see two tabs in your search results. Tier 1 providers will appear on the "Best Results for Your Plan" tab. Tier 2 providers will appear on the "All Other Results" tab. Both are considered in network.



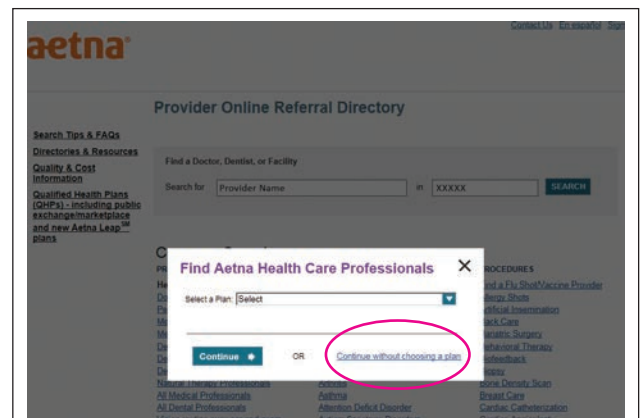
What if there's no match?

- There will not be any results if you're not participating in the patient's plan you selected.
- Be sure to check your spelling.
- Simplify your search terms.
- Avoid using "Dr." or "Doctor."



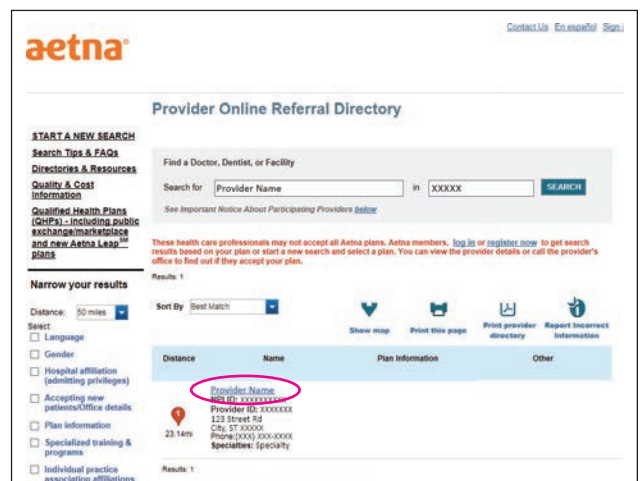
Online provider directory search — option 2

If you want to view a complete list of the plans/networks you participate in, select "Continue without choosing a plan."



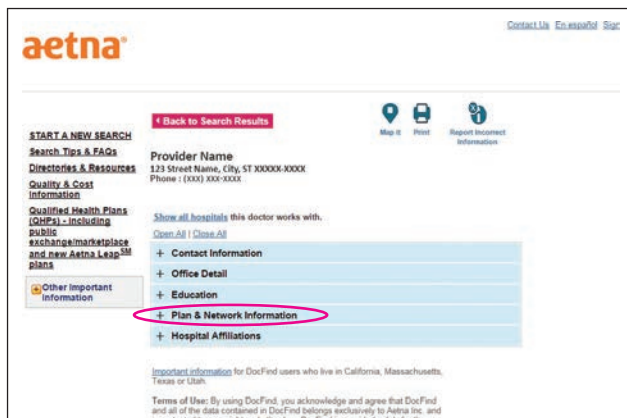
Online provider directory search — option 2

Select your provider name from the search results.



Online provider directory search — option 2

Select “+” to expand the Plan & Network Information tab.



Online provider directory search — option 2 results

You'll see a complete list of the plans/networks you participate in.

The green check mark shows that you're in network for these plans.

You may see plans in other states due to plan/network reciprocity.

Aetna Value Performance Network™ In network	Family Practice - 12 and older	PCP	Accepting New Patients
Aetna Choice® POS II (Aetna HealthFund®) In network	Family Practice - 12 and older	PCP	Accepting New Patients
Aetna Choice® POS II (Open Access) In network			
Elect Choice® EPO (Open Access) on the Altius Network. In network	Family Practice - 12 and older	PCP	Accepting New Patients
Managed Choice® (Open Access) on the Altius Network. In network	Family Practice - 12 and older	PCP	Accepting New Patients
Aetna Choice® POS II on the Altius Network. In network	Family Practice - 12 and older	PCP	Accepting New Patients
Aetna Premier Care Network In network	Family Practice - 12 and older	PCP	Accepting New Patients
(NC) Aetna Whole Health - Duke Health & WakeMed In network	Family Practice - 12 and older	PCP	Accepting New Patients
(NJ) Aetna Whole Health - Meridian In network	Family Practice - 12 and older	PCP	Accepting New Patients
(NJ) Aetna Whole Health - Virtua In network	Family Practice - 12 and older	PCP	Accepting New Patients
(CT) Aetna Whole Health™ - Connecticut Preferred Health Network In network	Family Practice - 12 and older	PCP	Accepting New Patients
Joplin (KS & MO) Preferred EPO In network	Family Practice - 12 and older	PCP	Accepting New Patients
Joplin (KS & MO) Preferred Managed Choice (Open Access) In network	Family Practice - 12 and older	PCP	Accepting New Patients
Joplin (KS & MO) Preferred Aetna	Family Practice - 12 and older	PCP	Accepting

Additional information

NaviNet

Although the online provider directory is available on our public website, you should also use our secure provider website on NaviNet. Provider offices like yours can get access to many transactions and tools that can help simplify your workday.

If you haven't registered, go to <https://connect.navinet.net/enroll>.

Questions?

Just call our Provider Service Center if you have any questions about plan/network participation.

- For HMO-based plans and all Aetna Medicare Advantage plans: **1-800-624-0756**
- For Aetna LeapSM plans, indemnity plans and all other plans: **1-888-MDAetna (1-888-632-3862)**