

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions



Aetna Health Network Only (HNO)

Find the Right Aetna Doctor or Facility

You can locate a doctor or facility through Aetna's Directory of Health Care Professional Directory. While the Directory is updated regularly, please keep in mind that the availability of any particular provider cannot be guaranteed.

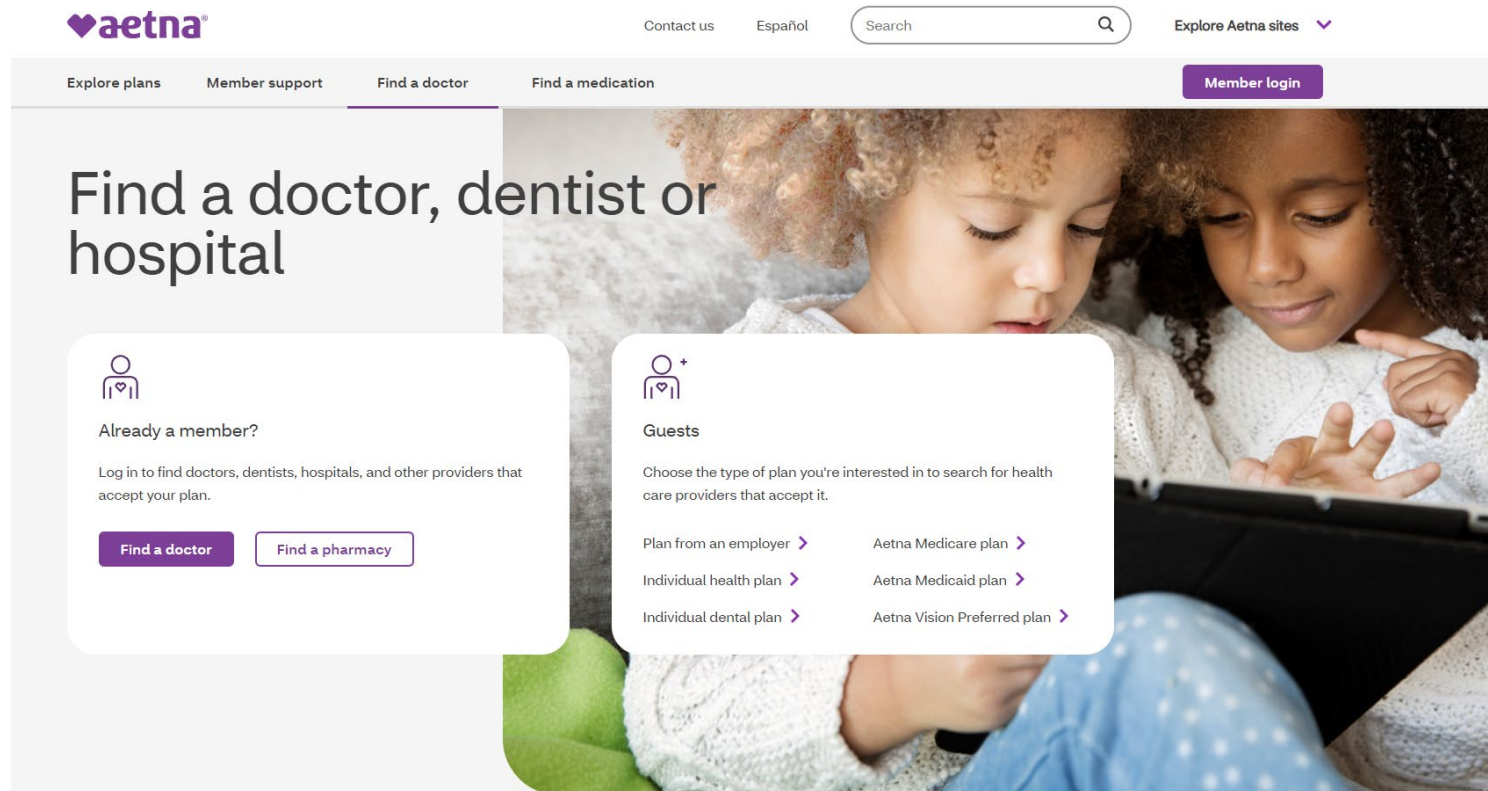
Steps to Locating a Doctor or Facility

Visit <https://www.aetna.com/individuals-families/find-a-doctor.html>

From here you have the option to continue by:

- creating an account
- logging in as a member (if you have previously registered)
- continuing as a guest

Continue on for more information on your preferred option.



First time on this site?

Create an Account – Easiest once you have received your Aetna ID card and Member ID

Create an Account

To get you set up, we just need some basic info.

Your Member Info

Choose how to create your account. Most people use their Member ID. You can find your Member ID on your ID card, Welcome Letter, or any EOB we sent to you.

☒ Member ID ☐ Social Security number

Member ID*

[Need help finding your Member ID?](#)

Your Personal Info

Full first name*

Full last name *

Date of birth*

Month

Day

Year

Zip Code *

[Continue](#)

Already Registered?

You can use the Secure Member Log-in or Sign In Without a Password:



Secure Member Log-in

Welcome to Aetna's member website

User name

Password

☒ Remember user name (not recommended for public devices)

[Secure Log In](#)

[Sign in Without a Password](#)

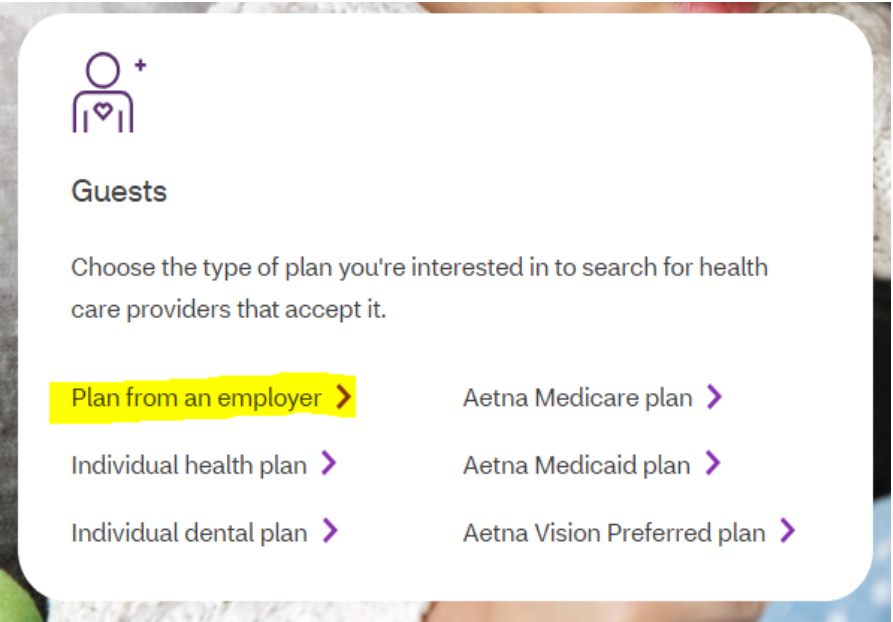
[Forgot user name?](#) | [Forgot password?](#) | [Log in tips](#)

First-time users

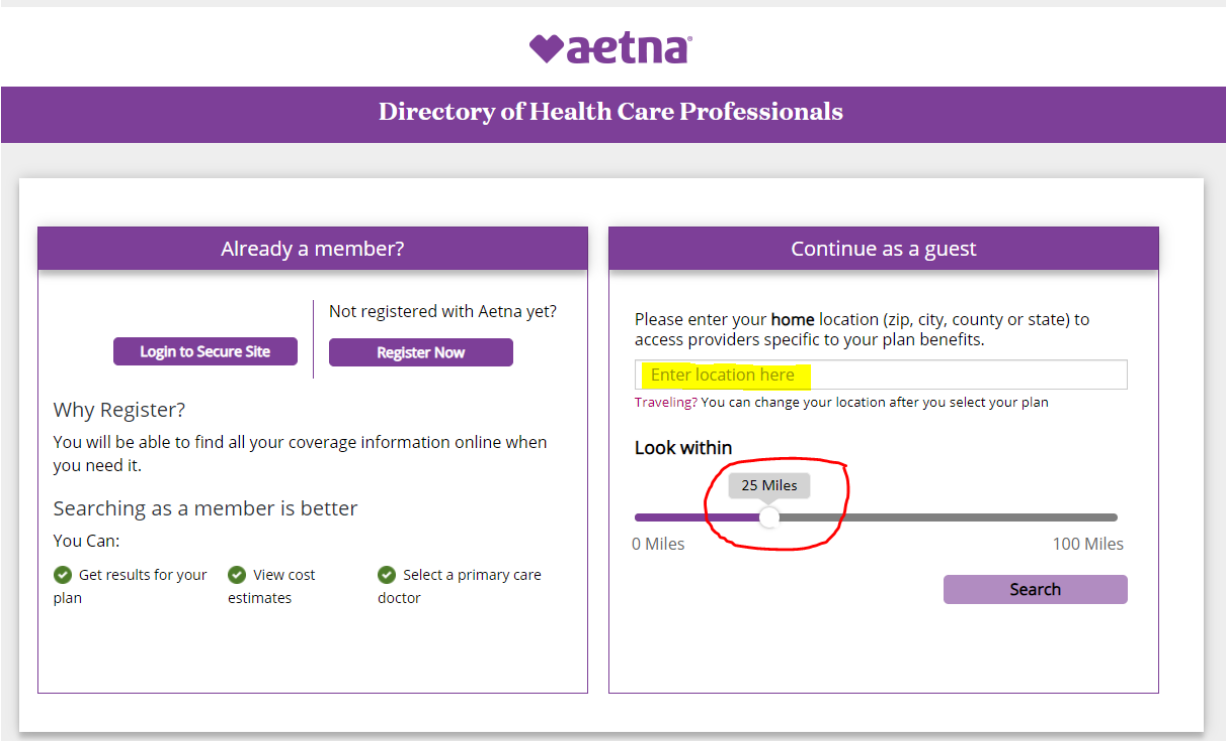
Please register for an account.
You will create a username and a password.

[Register](#)

To Sign in as a Guest:
Click “Plan from an employer”



Enter your zip code (or “44106” for providers near Case Western Reserve) and the distance you are willing to travel to the doctor:




Select a Plan:

Look for “Aetna Open Access Plans”

The name of your plan is:

“Aetna Health Network Only (Open Access)”


Select a Plan



Enter plan name to narrow list below, e.g. [Managed Choice](#)

[Show all plans \(including those not in my area\)](#)

☐ Aetna SelectSM

Aetna Open Access Plans 

☐ Aetna Choice[®] POS II (Open Access)

☒ Aetna Health Network OnlySM (Open Access)

Continue

☐ Aetna Health Network OptionSM (Open Access)

☐ Aetna SelectSM (Open Access)

☐ Elect Choice[®] EPO (Open Access)

☐ Managed Choice[®] POS (Open Access)

☐ North Carolina State Health Plan - Effective 2025

You can search for specific doctors, hospitals or other Aetna health care professionals that accept your plan:











Already a member? [Login to secure site](#)

Searching by: Aetna Health Network Only™ (Open Access) | [Change Plan](#)

What do you want to search for near 44106 (Cleveland, OH)? [Change location](#) »

Eg: John Wright, Primary Care Physician, Dermatologists, Periodontists

Or you can select a tile by category:

<div> Medical Doctors & Specialists ></div> <div>Primary care physicians (PCPs), pediatricians, cardiologists, OB/GYNs, others</div>	<div> Hospitals & Facilities ></div> <div>Hospitals, physical therapy centers, nursing facilities, dialysis centers, others</div>	<div> Urgent Care ></div> <div>A type of facility focused on the delivery of urgent care outside of an emergency room</div>	<div> Walk-In Clinics ></div> <div>A facility that accepts patients on a walk-in basis and with no appointment required</div>	<div> Pharmacy ></div> <div>Search for pharmacies by name or location</div>
<div> Mental Health ></div> <div>Counseling, EAP, mental health facilities, substance use treatment, psychiatrists, others</div>	<div> Dental Care ></div> <div>Dentists, orthodontists, periodontists, oral surgeons, endodontists, others</div>	<div> Vision ></div> <div>Routine eye exams, glasses, contact lenses</div>	<div> Labs & Testing ></div> <div>Bloodwork, lab tests, diagnostic testing centers, sleep centers, imaging centers, others</div>	<div> Alternative Medicine ></div> <div>Chiropractors, acupuncturist, massage therapists, dieticians, others</div>

NOTE – This directory is not to be used for dental or vision care, those are separate insurance plans with different provider directories.

Example: if you are looking for a Physician, click on the “Medical Doctors & Specialists” tile. From there, you will be given the option to select the type of doctor you are seeking.

What are you looking for?



Doctors (Primary Care)

Primary care physician (PCPs), family practice, pediatrician, others

[All Primary Care Physicians »](#)

A doctor who provides both the first contact for a person with an undiagnosed health concern as well as continuing care of varied medical conditions.

[Adolescent Medicine Physician »](#)

A physician who provides care to children as they develop from a child to an adult.

[Family Practice Physician »](#)

A physician who is educated and trained in family practice.

[General Practice Physician »](#)

A medical doctor who treats acute and chronic illnesses and provides preventive care and health education to patients.

[Geriatrician »](#)

A physician focused on the diagnosis, treatment and prevention of disease in older people and the problems specific to aging.

[Internist »](#)

A physician who specializes in the diagnosis and medical treatment of adults. This specialty, called internal medicine, is dedicated to adult medicine.

[OB-GYN \(Primary Care\) - California only »](#)

An obstetrician who also specializes in treating diseases of the female reproductive organs. Abbreviated OB/GYN. Some OB/GYNs also provide general health care for women. This search is for members in California only.

When you click on one of the specialties, a list of providers will appear:



From here you can:

- look at the list in “List View” or in “Map View”
- “Filter & Sort” by things like Languages the provider speaks, Gender, Hospital Affiliations, Office Detail, Plan information, Certifications, Specialized Trainings & Programs, Group Affiliations and Provider Type
- print a provider directory, or the information on a single provider.

If you click on a provider’s name, you will see important information including a listing of plans that specific provider accepts. **It is recommended that you check with the provider to ensure they are still in the network before making an appointment.**

Lastly, call the doctor’s office to schedule an appointment.