



## **VUMC – Finding a Dental Provider on the Aetna website**

**Aetna DMO®/DNO or  
Aetna Dental PPO/PDN with PPO II network**

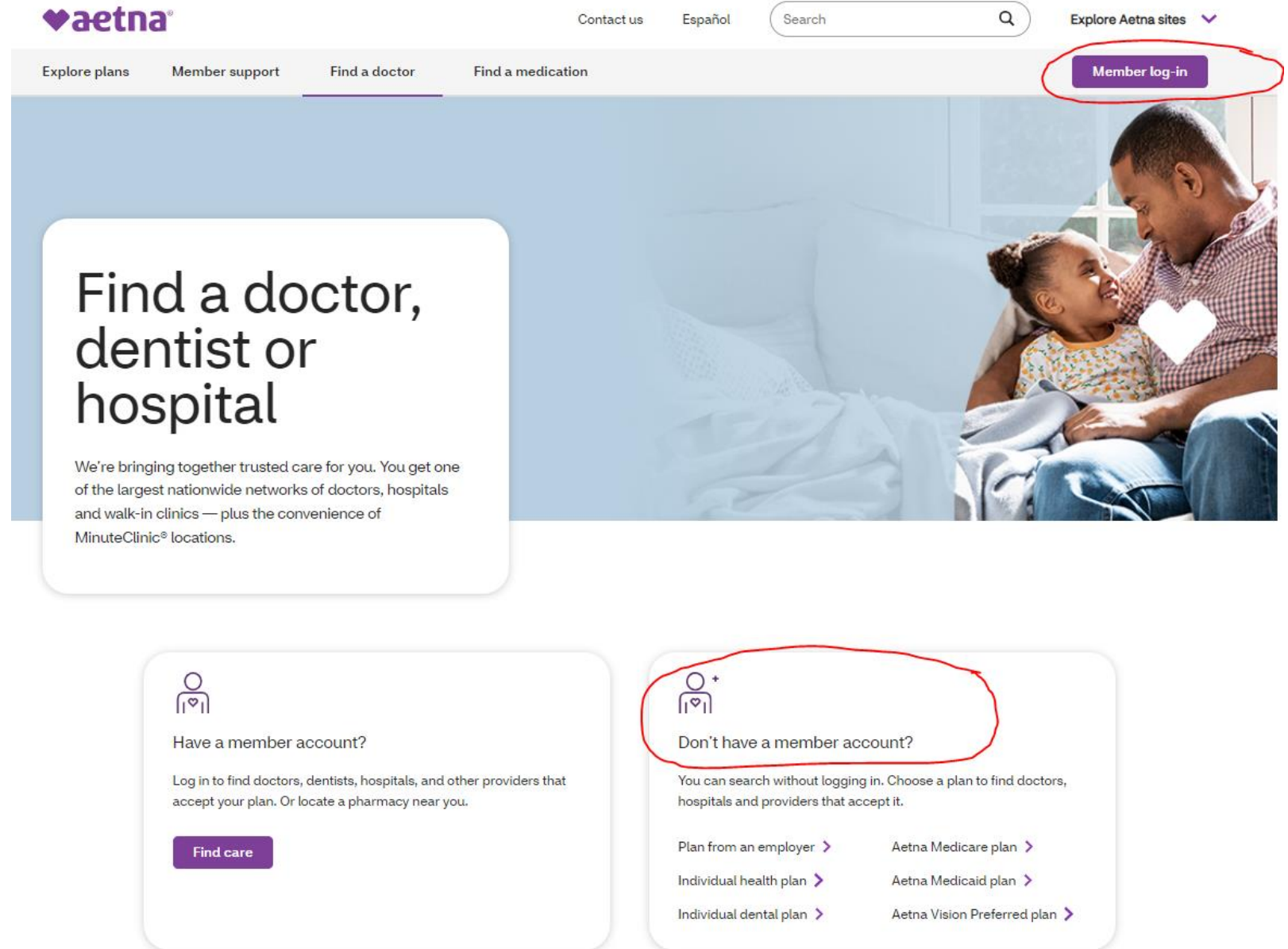
You can locate a doctor or facility through Aetna's Directory of Health Care Professional Directory. While the Directory is updated regularly, please keep in mind that the availability of any particular provider cannot be guaranteed.

### **Steps to Locating a Dentist:**

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

**From here you have the option to :**

- Log in as a member (if you have previously registered)
- Search for providers without logging in



The image shows the Aetna website homepage. At the top, there is a navigation bar with the Aetna logo on the left, and links for 'Contact us', 'Español', a search bar, and 'Explore Aetna sites' on the right. Below the navigation bar, there are four tabs: 'Explore plans', 'Member support', 'Find a doctor', and 'Find a medication'. The 'Find a doctor' tab is currently selected. In the top right corner, a 'Member log-in' button is highlighted with a red circle. The main content area features a large blue background image of a man and a young girl sitting on a bed, looking at each other. Overlaid on this image is a white box with the text 'Find a doctor, dentist or hospital'. Below this text, it says 'We're bringing together trusted care for you. You get one of the largest nationwide networks of doctors, hospitals and walk-in clinics — plus the convenience of MinuteClinic® locations.' At the bottom of the page, there are two white boxes. The left box is titled 'Have a member account?' and contains a 'Find care' button. The right box is titled 'Don't have a member account?' and contains a list of plan options: 'Plan from an employer', 'Individual health plan', 'Individual dental plan', 'Aetna Medicare plan', 'Aetna Medicaid plan', and 'Aetna Vision Preferred plan'. The 'Don't have a member account?' title and its icon are highlighted with a red circle.

**Find a doctor, dentist or hospital**

We're bringing together trusted care for you. You get one of the largest nationwide networks of doctors, hospitals and walk-in clinics — plus the convenience of MinuteClinic® locations.

**Have a member account?**

Log in to find doctors, dentists, hospitals, and other providers that accept your plan. Or locate a pharmacy near you.

[Find care](#)

**Don't have a member account?**

You can search without logging in. Choose a plan to find doctors, hospitals and providers that accept it.

[Plan from an employer](#) > [Aetna Medicare plan](#) >

[Individual health plan](#) > [Aetna Medicaid plan](#) >

[Individual dental plan](#) > [Aetna Vision Preferred plan](#) >

## Already Registered?

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



### Secure Member Sign-In

Username

Password

☒ Remember username

[Sign In](#)

[Sign In Without A Password](#)

[Forgot username](#) or [forgot password?](#)

### New Members

If you're a new member, you'll need to create an online account.

[Create Account](#)

If you wish to sign in without a password, you will see this screen:

### Secure Access, Password-Free

Signing in with a code is fast, safe and easy.

Enter your username and birthdate, then choose text or email and we'll send you a one-time code to access your account.

Username

Date of Birth (MM/DD/YYYY)

[Continue](#)

[Cancel](#)

[Forgot username?](#)

## First time on this site?

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

### Secure Member Sign-In

Username

Password

☒ Remember username

**Sign In**

[Sign In Without A Password](#)

[Forgot username](#) or [forgot password?](#)

#### New Members

If you're a new member, you'll need to create an online account.

[Create Account](#)

## Create Your Online Account

Step 1 of 3

### Find Plan

Next: Verify Identity

Find Plan

Verify Identity

Set Up Account

### Find Your Plan

Tell us a little about yourself and we'll look up your plan. All fields are required.

#### Choose your plan type

- ☒ Employer-sponsored — through your work or school
- ☐ Medicare
- ☐ Affordable Care Act (ACA) — from healthcare.gov or a state marketplace

Look up plan with

Choose ID option

First Name

Last Name

Date of Birth (MM/DD/YYYY)

**Continue**

### Find Your Member ID

You'll need your Aetna Member ID or Social Security Number (SSN) to find your plan and create your online account.

Your Aetna Member ID can be found on your ID Card, Welcome Letter or Explanation of Benefits.



CHOICE POS II

#### Plan Name

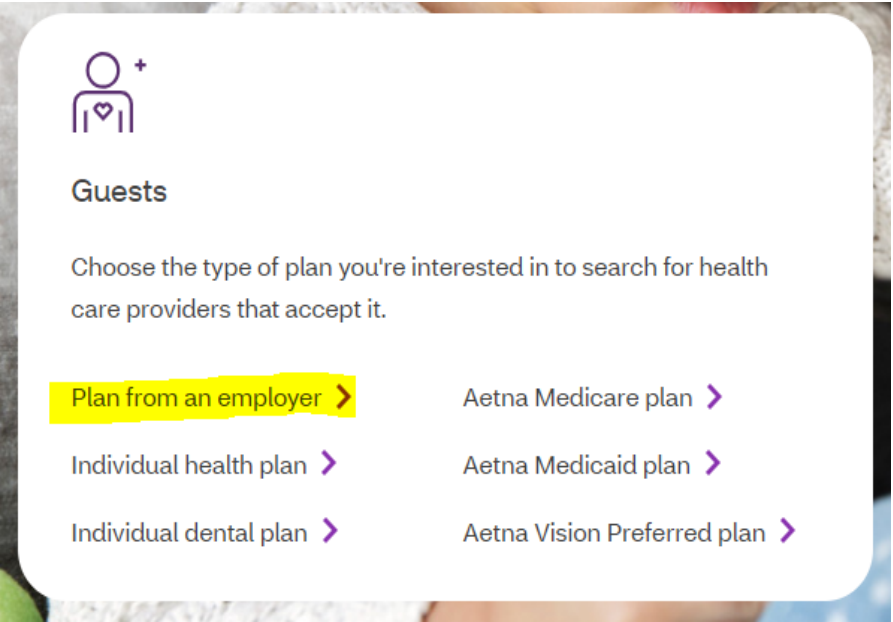
Grp# 123456-010-78910

ID **W1234 56789**

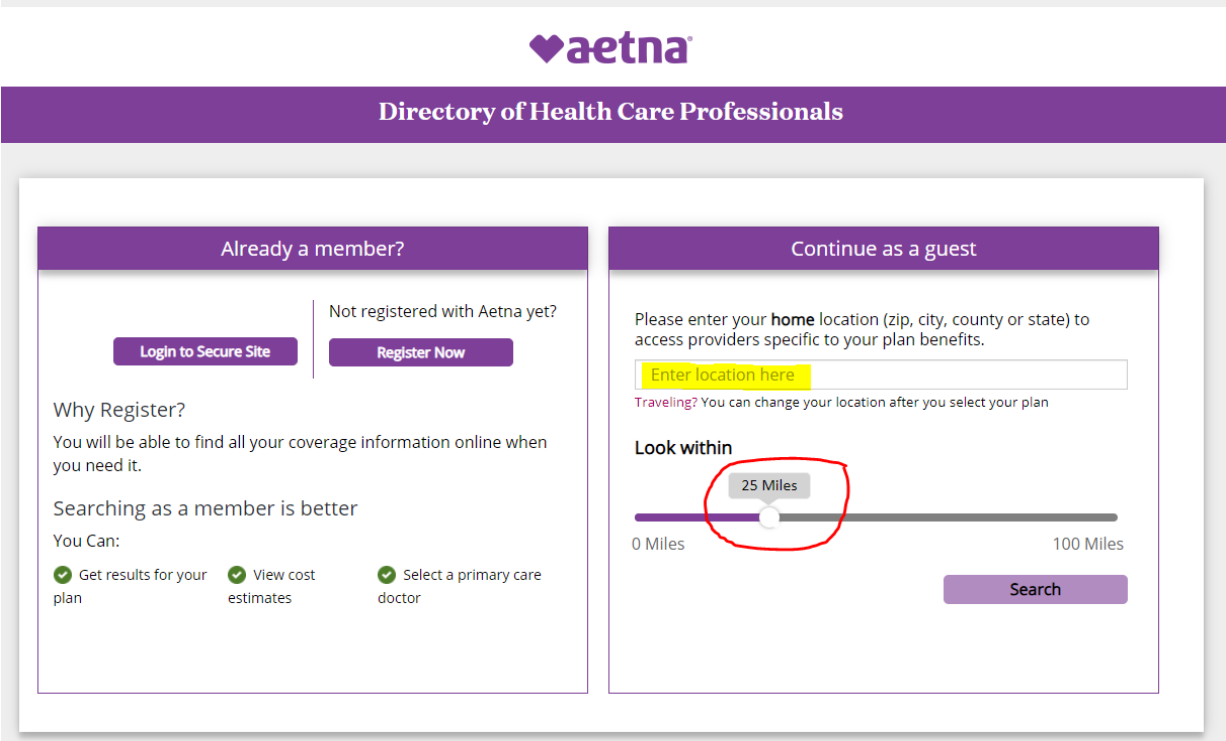
LINDA SMITH

MEMBER SERVICES  
PROVIDERS CALL

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



Enter your zip code and the distance you are  
willing to travel to the dentist:



## Select a Plan: (scroll all the way down to the bottom)

### If you have the Dental HMO Plan:

Look for “DMO/DNO/Managed Dental”

The name of your plan is:

**“DMO®/DNO”**

Select this plan and click “Continue”

A list of available dentists\* will be displayed.

### If you have the Dental PPO Plan:

Look for “Dental PPO/PDN with PPO II network”

The name of your plan is:

**“Dental PPO/PDN with PPO II”**

Select this plan and click “Continue”

### Select a Plan

Enter plan name to narrow list below, e.g. Managed Choice

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

DMO/DNO/Managed Dental

☐ DMO®/DNO

☐ DMO® /DNO - Select

☐ Aetna Advantage™ Dental

☐ Basic Dental/Discount Dental/Family Preventive Dental

Dental PPO/PDN with PPO II network

☐ Dental PPO/PDN with PPO II

☐ Aetna HealthFund®/Aetna DentalFund® with PPO II Network

☐ Aetna Dental Direct PPO/PDN

☐ Dental EPP with PPO II Network

☐ Affordable Health Choices from Aetna<sup>SM</sup>

You can search for specific dentists that accept your plan:

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

Searching by: Dental PPO/PDN with PPO II | [Change Plan](#)

What do you want to search for near 37232 (Nashville, TN)? [Change location](#) »

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

NOTE – This directory is not to be used for vision care; Vision is offered through a separate insurance plan called **SunLife** and has their own provider directory.

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

Searching by: DMO® /DNO | [Change Plan](#)

What do you want to search for near 37232 (Nashville, TN)? [Change location](#) »

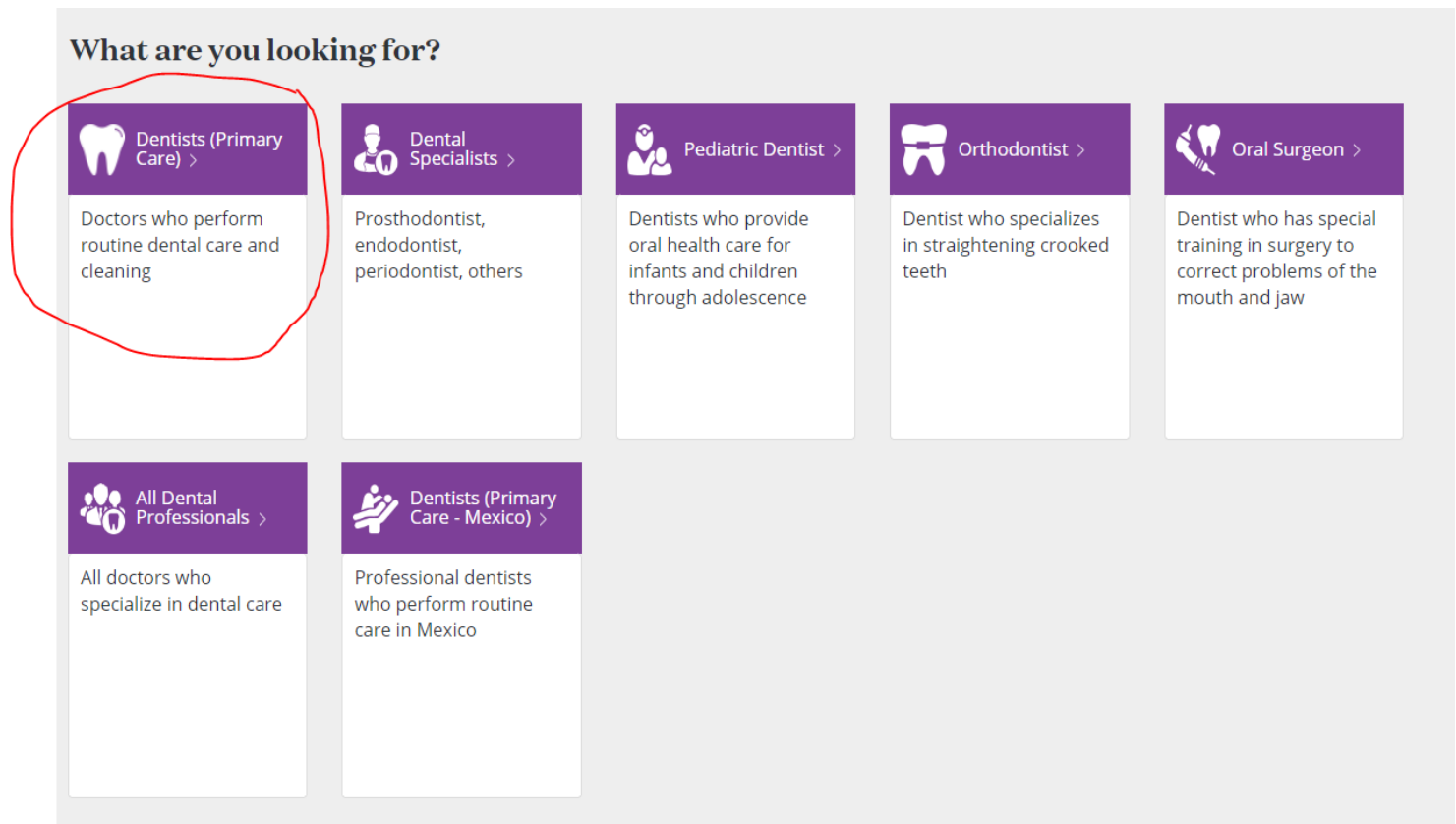
Eg: John Wright, Primary Care Physician, Dermatologists, Periodontists

Or you can select a tile by category:  
Click on “Dental Care”

**With HMO Dental plans, you must seek care with Dentists who are “Primary Care Dentists”**

- If you provided the name/ code of a Primary Care Dentist at the time of enrollment, please call them to schedule your appointment.
- If you did not provide the name/ code of a Primary Care Dentist at the time of enrollment, Aetna will send you a letter with instructions for how to log onto the Aetna member portal so that you can designate a Primary Care Dentist

**With PPO Dental Plans, you can go to any dentist of your choice.** It is always going to be less expensive if you select a dentist who is “in network.” You do not need to be assigned to a Primary Care Dentist.



When you click on a tile, a list of available dentists will be displayed.

\*Please note that the contracts between dentists and Aetna do change, so always call the dental office to confirm that the dentist:

- Is still “in network” (PPO plan)
- Is designated as a “Primary Care Dentist” (HMO plan)



**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 dental office to schedule an appointment. If you have any questions, you may contact Aetna at 1-877-402-8742.**