



VUMC – Finding a Medical Provider on the Aetna website

Aetna Open Choice® PPO

You can locate a doctor or facility through Aetna's Directory of Health Care Professional Directory.

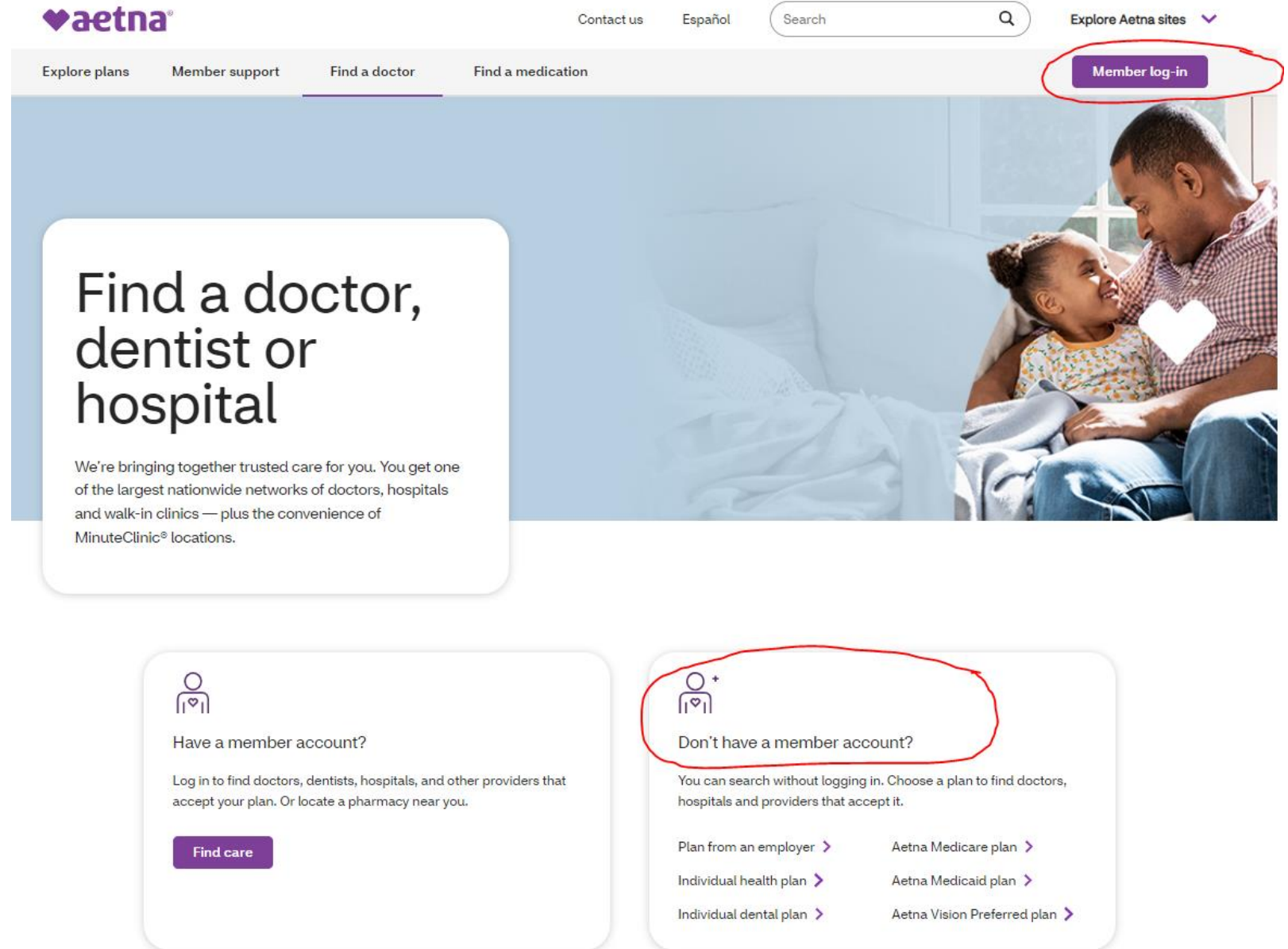
While the Directory is updated regularly, please keep in mind that the availability of any provider cannot be guaranteed.

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 :

- 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, the Aetna logo is on the left, and navigation links for 'Contact us', 'Español', a search bar, and 'Explore Aetna sites' are on the right. Below the header, a row of links includes 'Explore plans', 'Member support', 'Find a doctor' (which is underlined), and 'Find a medication'. A red circle highlights the 'Member log-in' button in the top right corner. The main content area features a large blue-tinted image of a man and a young girl sitting on a bed, with a white heart icon overlaid. To the left of this image is a white box with the text 'Find a doctor, dentist or hospital' and a paragraph about the nationwide network of providers. Below this, 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?' (this title and its icon are circled in red) and lists various plan options with right-pointing arrows.

aetna

Contact us Español Search Explore Aetna sites

Explore plans Member support Find a doctor Find a medication

Member log-in

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

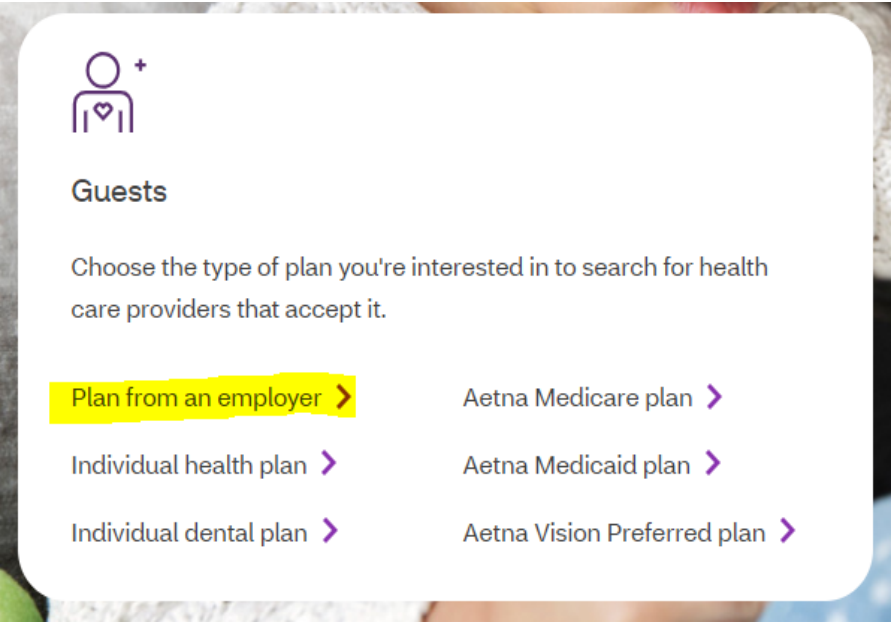
Grp# 123456-010-78910

ID **W1234 56789**

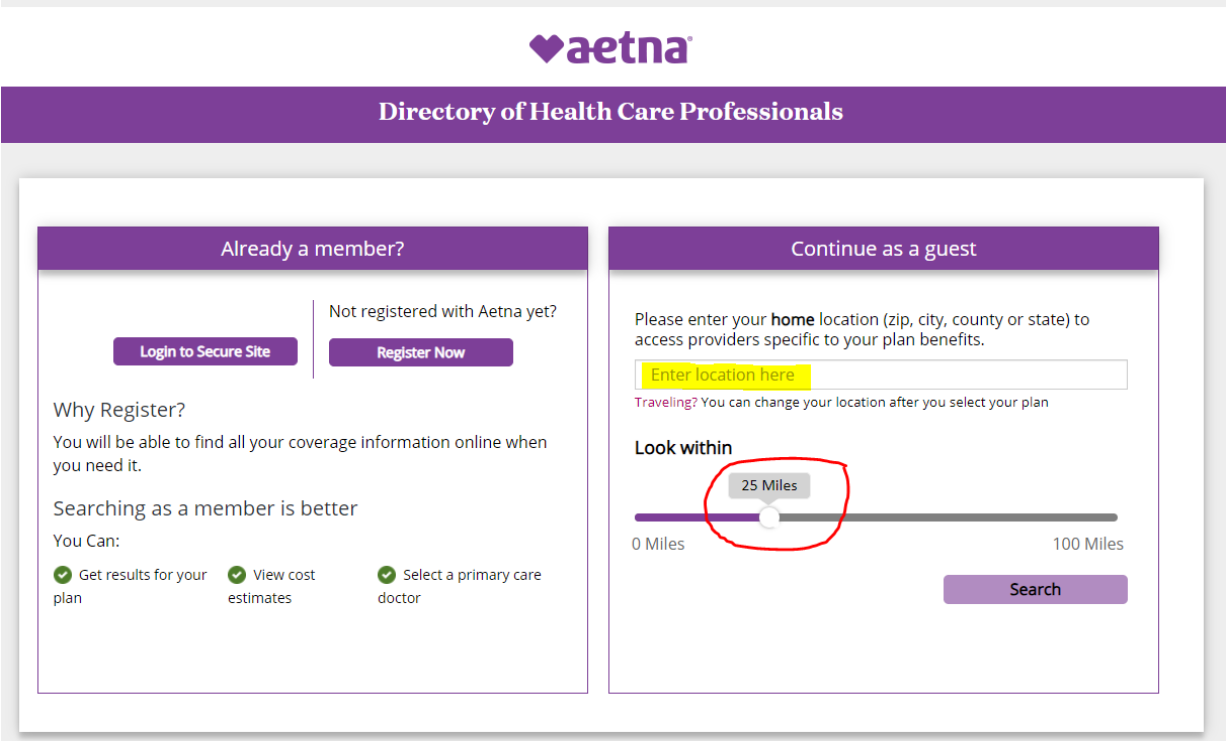
LINDA SMITH

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 doctor:



Select a Plan:

Look for “Aetna Standard Plans”

The name of your plan is:

“Open Choice® PPO”

Select this plan and click “Continue”

Select a Plan

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

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

Aetna Whole Health Plans

☐ (OH) Aetna Whole HealthSM - Cleveland Clinic
Open Access Aetna Select

☐ (OH) Aetna Whole HealthSM - Cleveland Clinic
Health Network Only

☐ (OH) Aetna Whole HealthSM - Cleveland Clinic
Open Access Managed Choice/Choice POS II

Aetna Standard Plans

☐ Open Choice[®] PPO

☐ Managed Choice[®] POS

☐ HMO

☐ QPOS[®]

☐ Aetna Affordable Health Choices[®] limited
benefits insurance plan (SRC only)

☐ Aetna SelectSM

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: Open Choice® PPO | [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:

<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 vision care; Vision is offered through a separate insurance plan called **SunLife and has their own provider directory.**

Example: if you are looking for a Physician, click on the “Doctors (Primary Care)” or “Medical Specialists” tiles. 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 physicians (PCPs), family practice, pediatrician, etc.

**Medical Specialists >**


Gastroenterologist, neurologist, cardiologist, orthopedist, dermatologist, others

**Medical Therapists >**


Physical therapist, speech therapist, occupational therapist, others

**Natural Therapy Professionals >**

Professionals who focus on alternative medicines such as acupuncture, chiropractors, and herbal remedies

**Hearing Discount Locations >**

Hearing providers who give a discount to Aetna members

**All Medical Professionals >**

Any professional that works in medical field

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. If you have any questions, you may contact Aetna at 1-877-402-8742.