

Discover

Look up network providers

We offer many different plan options to serve the Medicare community and each one can have a different network of providers. Here are the ways you can search for network providers, hospitals and specialists for our individual Medicare Advantage plans (MA/MAPD).

1 Online provider directory (recommended)

Our online provider directory guides you through a series of questions before it displays provider information. Because providers may not accept all plans, answering the questions allows us to better tailor the search results to meet your needs.

For 2020 Aetna MA/MAPD plans, go to aetnamedicare.com/findprovider.

- Under Guests, click “Find a doctor”
- Click “2020 Medicare plans you purchase yourself”
- Enter your client’s permanent home address ZIP code or city/state
- Next, you have two options. You can:

Select plan to find providers

- *This option is recommended.* Whenever possible, it’s important you select a plan when searching for a provider. This lets us include the individual provider IDs in your search results
- Once selected, follow prompts to select a plan and search for providers that accept it

Skip plan selection

- With this option, you can search by a doctor’s name, specialty or category
- *Remember: Not all providers accept all plans.* If you use this option, in the search results, you should click on the provider’s name and then click “See Accepted Plans” to verify

2 Call the Aetna Medicare Broker Services Department: 1-866-714-9301, option 2

For help looking up providers, you can call the Aetna Medicare Broker Services Department and select option 2. Representatives are available 8 a.m. to 8 p.m. ET, Monday - Friday. This hotline is for use by **ready-to-sell producers only**. If current members want to verify if a provider is in their plan’s network, they can call Member Services using the number on their member ID card.

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3 Download a provider directory

IMPORTANT: Our networks change throughout the year. If you download a provider directory, please encourage your clients to verify provider participation before enrolling in a plan or visiting the doctor, by using our online tools or by calling us at the number on their member ID card.

For Aetna MA/MAPD plans, you can download a provider directory from Producer World.

- Log in to Producer World at **www.aetna.com/producer**
- Click “Individual Medicare” at the top
- Click the Product tab, and then in the 2020 Network Tools drop-down menu, select “Aetna Provider Directories”

Please let your clients know:

- The provider directory PDFs show providers that are in-network as of the date printed on the cover page
- These directories do not show any providers added to, or removed from, the network since that date printed on the cover page

Need to check if certain prescription drugs are covered, or if a pharmacy is in the plan’s network?

It’s easy to look up covered drugs and find pharmacies in a plan’s network. Just go to **aetnamedicare.com/helpfultools** and enter your client’s ZIP code. The tool will then display all plans offered in that ZIP code. Select a plan, and then click “Find Pharmacy” to view all network pharmacies (standard and preferred) in the ZIP code. Or click “Find Drug” to select drugs and dosages, and estimate monthly costs.

Want to inquire about adding a provider to the Aetna Medicare network?

Please reach out to your local Aetna Medicare broker manager for assistance.

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