

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 tools (recommended)

For 2019 Aetna MA/MAPD plans, go to aetnamedicare.com/findprovider .	For 2019 Aetna Coventry MA/MAPD plans, go to coventry-medicare.com/findprovider .
<ul style="list-style-type: none">• Under Guests, click “Find doctors & other providers.”• Click “2019 Medicare plans you purchase yourself.”• Enter your client’s permanent home address ZIP code or city/state.• Next, you have two options. You can:<ul style="list-style-type: none">- (Recommended) Click “Select plan to find providers.” Then, follow prompts to select a plan and search for providers that accept the plan.- Or click “Skip plan selection.” You can then search by a doctor name, specialty or category. <i>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.</i>	<ul style="list-style-type: none">• Select your client’s location from the drop-down menu.• Next, select the plan.• Then you can:<ul style="list-style-type: none">- Enter a ZIP code and distance and press GO- Or select a state, and a county or ZIP, and press GO• In the search results, you can:<ul style="list-style-type: none">- Click a provider’s name for more information including the provider’s Primary Care ID.- Click “Map” to view the provider’s location or get driving directions.- Use the icons at the top to “Print” or “Create Provider PDF.”

2 Call the provider lookup hotline: 1-855-242-9735

This Medicare provider lookup hotline can help you look up providers during the busy AEP selling season. Representatives are available **7 a.m. to 9 p.m. CT**, from October 1 through December 7, 2018. Note: 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.



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.	For Aetna Coventry MA/MAPD plans, you can download directories from the online provider search tool.
<ul style="list-style-type: none">• Log in to Producer World at www.aetna.com/producer.• Click "Individual Medicare" at the top.• Click the Product tab, and then in the 2019 Network Tools drop-down menu, select "Aetna Provider Directories." <p>Please let your clients know:</p> <ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Go to coventry-medicare.com/findprovider.• Select your client's location from the drop-down menu.• Next, select the plan.• Then you can enter a ZIP code and distance and press "Go." Or, you can select a state, and a county or ZIP, and press "Go."• On the search results page, use the icons at the top to "Print" or "Create Provider PDF."

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** or **coventry-medicare.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.

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