

Provider Networks Introduction & Instructions for Online Provider Search

The City of Durham health plan is administered by Aetna. You can explore the Aetna provider networks to see that your doctors participate “in-network”. To follow are detailed instructions for using the Aetna online provider search.

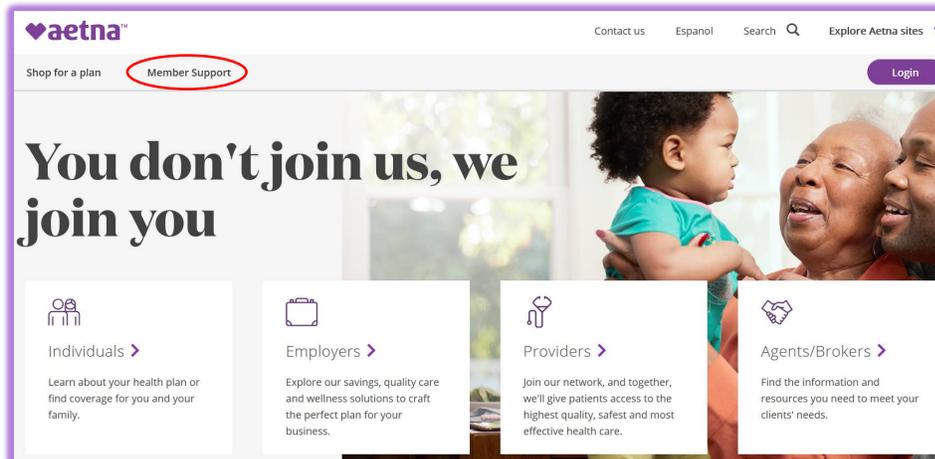
Two Aetna Provider Networks

The new Aetna health plan has *two* provider networks. You can use *both networks* at the same time.

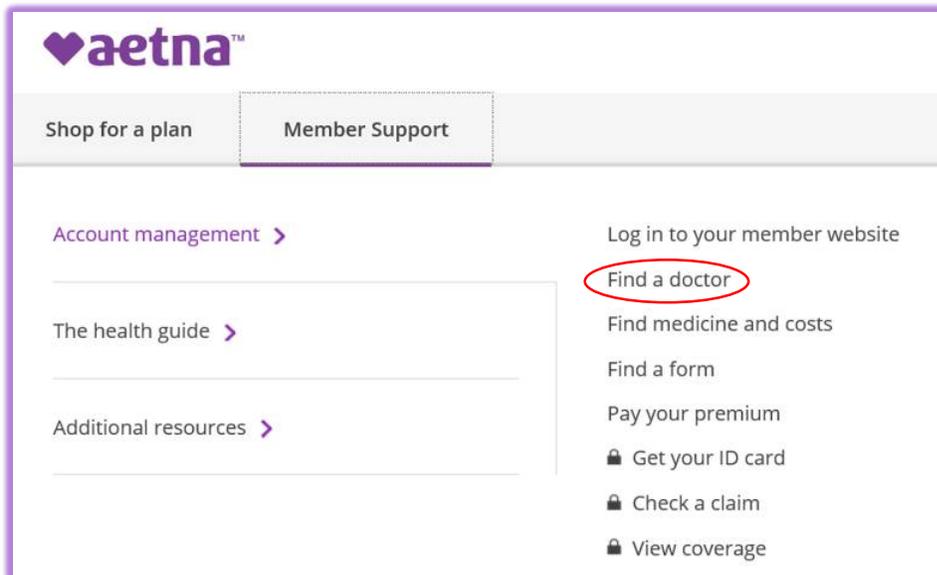
1. The smaller network is based on Duke Health, WakeMed, and THN-Cone Health. It is called “**(NC) Aetna Whole Health – Duke Health, WakeMed & THN-Cone Health**”. When using this network, you receive a high level of benefit and your out-of-pocket costs are lower.
2. The larger network is nationwide. It is called “**Aetna Choice POS II (Open Access)**”. When using this network, you receive a medium level of benefit and your out of pocket costs are higher than when you use the other network, but lower than when you are “out-of-network”.

Online Provider Search Instructions

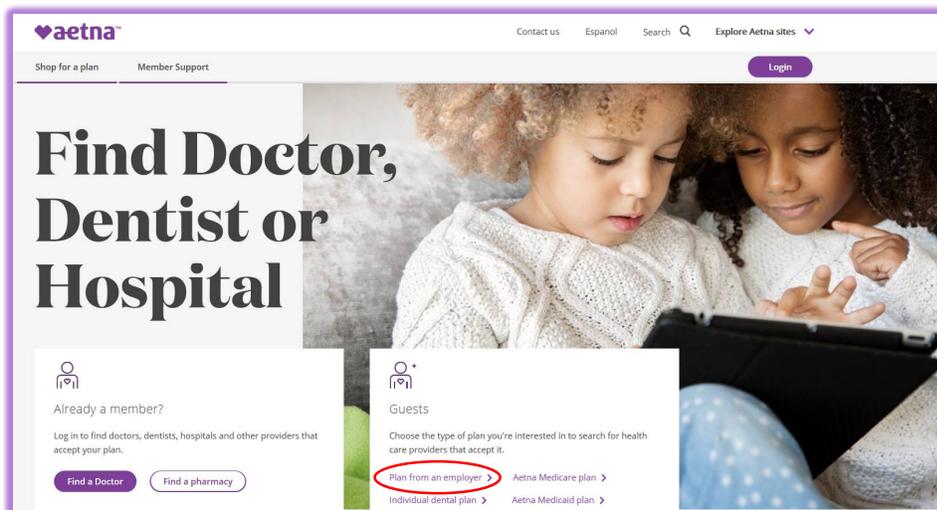
1. Go to the following webpage <https://www.aetna.com/>
2. Under the Aetna logo, click on the “**Member Support**” tab.



3. On the Account Management menu, click on the “Find a Doctor” link.



4. On the Guests section, click on the “Plan from an employer” link.



5. Under the “Continue as a guest” section, enter your medical provider’s **zip code**. You may adjust the “**Look within**” slider to increase the search distance around the zip code to include other offices that the medical provider may have in other nearby zip codes. Click the “**Search**” button.

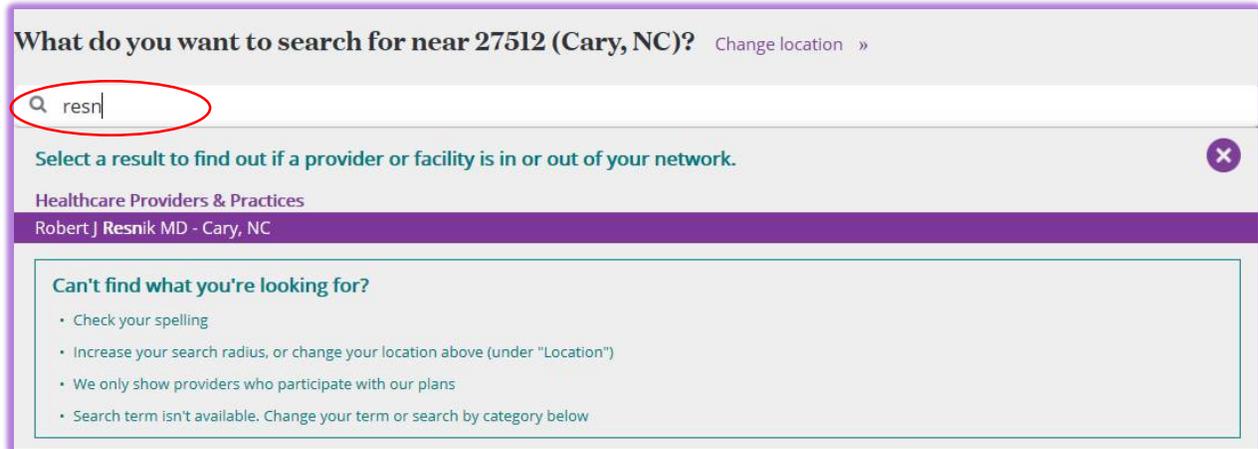
The screenshot shows the Aetna website's "Directory of Health Care Professionals" search interface. It features two main columns. The left column, titled "Already a member?", includes a "Login to Secure Site" button, a "Register Now" button, and text explaining why registration is beneficial. The right column, titled "Continue as a guest", is circled in red and contains a text input field for location, a "Look within" slider set to 25 miles, and a "Search" button.

6. Start your network search using the smaller Aetna network. Select the button to the left of “(NC) Aetna Whole Health – Duke Health, WakeMed & THN-Cone Health”. Click the “Continue” button.

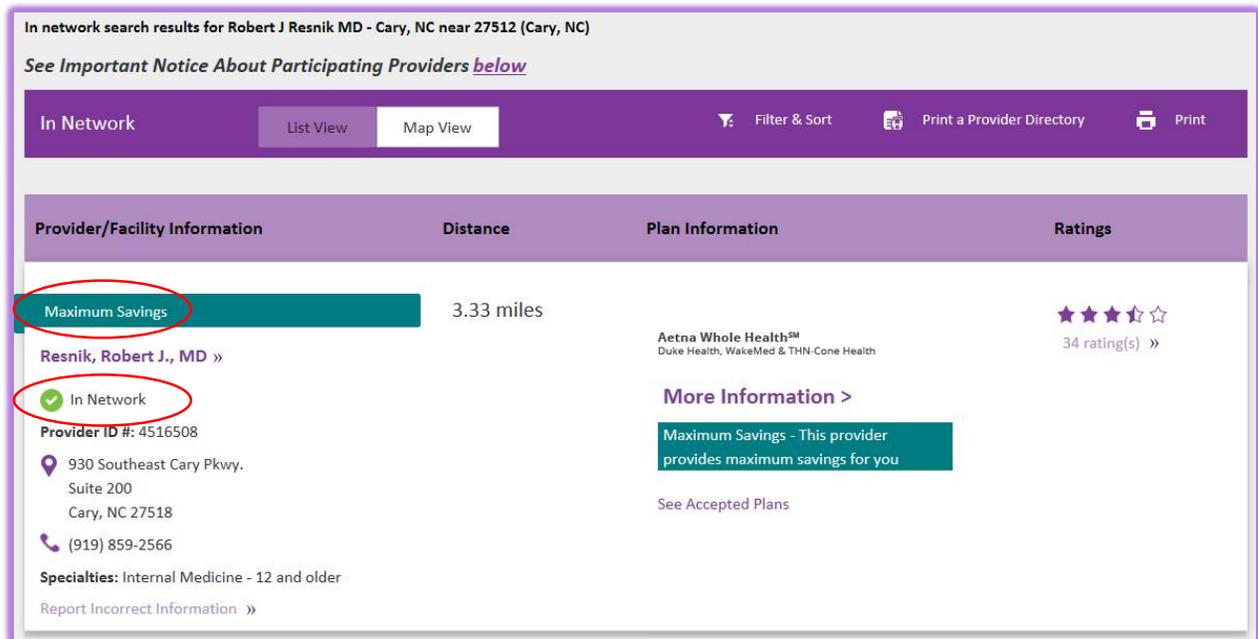
The screenshot shows the "Select a Plan" page. At the top, there is a "Skip plan selection >>" link and a "Continue" button. Below is a search bar with a magnifying glass icon and the text "Enter plan name to narrow list below, e.g. Managed Choice". A purple bar contains the text "Show all plans (including those not in my area)". Below this is a section titled "Aetna Whole Health Plans" with a minus sign and an upward arrow. The list of plans includes: "(NC and SC) Aetna Whole Health – Atrium Health" and "(NC) Aetna Whole Health™ - Duke Health, WakeMed & THN-Cone Health - Managed Choice", which is circled in red.

7. In the search field under “What do you want to search for near...” *slowly type your doctor’s last name*. As you type, medical providers with names that match will appear in a drop down box. Click on your doctor’s name on the drop down list.

If you do NOT see your doctor’s name in the drop down list, skip to step 8 of these instructions.

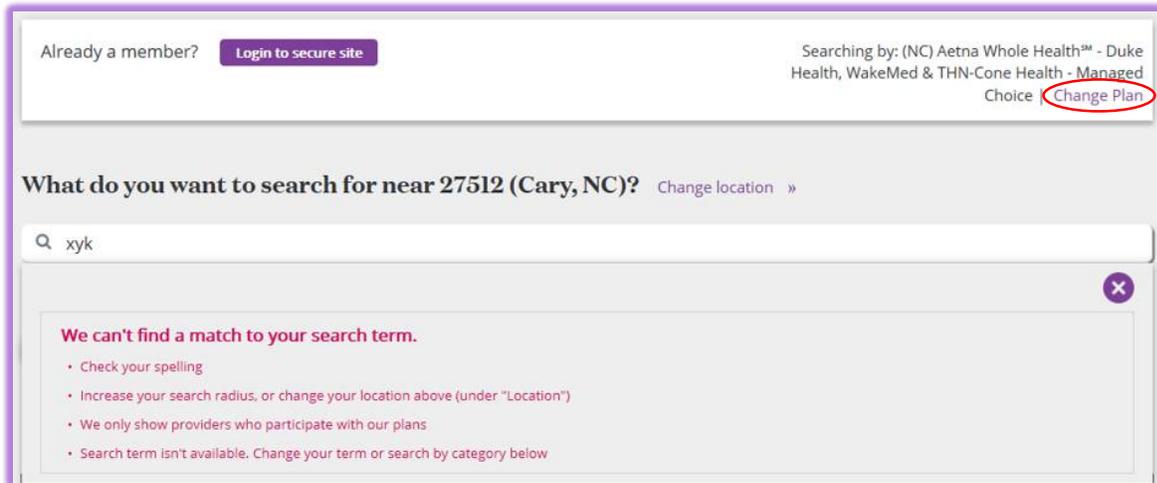


8. The doctor’s listing displays with all of the information you need. It is not uncommon to find doctors with the same name, so first verify that the doctor’s address is correct. Then confirm that your doctor is in the smaller Aetna network with “Maximum Savings”.



9. If you do not see the doctor’s name that you are looking for, there can be a number of reasons why:
- The doctor’s name is spelled differently than you typed it.
 - The doctor uses a nickname that you know, but you do not know the doctor’s legal name used on the search tool. You might call the doctor’s office to verify the name you should use.

10. If you do not find your provider in the “(NC) Aetna Whole Health – Duke Health, WakeMed & THN-Cone Health” network, you can search Aetna’s larger network by changing the “Selected Plan” to “Aetna Choice POS II (Open Access)” by clicking on “Change Plan” link.



11. The “Change Plan” pop up window opens. Using the scroll bar on the right side of the pop up window, scroll down to the “Aetna Open Access Plans” heading. Select the button to the left of “Aetna Choice POS II (Open Access)”. Click the “Continue” button. The search process is the same as described in step 6 of these instructions.

