



## Aetna Better Health® Premier Plan MMAI

### General help in searching for providers or hospitals

The “Find a Provider” online service enables you to search for information on health care providers. You can use this service to do many different things such as:

Search for providers by:

- Name
- Gender
- Specialty Type
- Hospital affiliations
- Medical group affiliations, if applicable
- Board Certification
- Accepting new patients
- Languages spoken by the provider or clinical staff
- Ages Served
- Handicap Accessible
- Office locations

Search for hospitals by:

- Facility name
- Location
- Accreditation

### Getting started

1. First you must determine how you want to search for providers.
  - You can choose to find a specific provider or hospital by name.
  - You can choose to search more generally to find a primary care provider, specialist or hospital near your home.
2. If you are searching for a provider or hospital by name, you can put in the first 2 letters of the provider’s last name or hospital. Any provider or hospital that includes that letter combination in their name will be displayed.
3. If searching by location you must enter a zip code **AND**
  - If searching for a Primary Care Providers, select Primary Care Providers from the drop down menu in the Specialty field.
  - If searching for Hospital, select Hospital from the drop down menu in the Specialty field.

- If searching for a Specialist, select the desired Specialty from the drop down menu in the Specialty field.
4. You may select additional criteria in the drop down menus under the “Find a Provider or Hospital by Type” to narrow your search.
  5. Review the list of providers that met the criteria you specified. If no providers met your criteria, you may search again.

## **Explanation of Search Options:**

### **Primary Care Providers**

A primary care provider is a provider who provides patients with preventive care and treats illnesses and disease. A patient's primary care provider is familiar with most all of the health problems a patient has, and works as a partner with the patient to address each issue. The primary care provider also coordinates care with other providers who may be treating the patient such as a surgeon, physical therapist or home care nurse. Primary care Providers are usually family practice, internal medicine or child (pediatric) providers. Sometimes other medical specialists will serve as a patient's primary care provider, such as a cardiologist (heart doctor) or obstetric/gynecology doctor.

### **Specialists**

A doctor who is a specialist has received advance training in one or more specialty areas to become for example an allergy doctor (allergist), anesthesiologist, cardiologist (heart doctor), heart and blood vessel (cardiovascular) surgeon, dermatologist (skin doctor), family practice doctor, gynecologist, pediatrician (children's doctor), psychiatrist (mental health doctor) or radiologist. Some doctors further train in a subspecialty area, such as pain management, sports medicine or interventional cardiology. Doctors may apply to become board-certified in their specialty field, where a medical specialty organization awards certification to those who have met educational and training standards, and have successfully passed written or oral exams. The American Medical Association (AMA) and the American Board of Medical Specialties recognizes 24 specialty boards that award certification as valid.

### **Hospital**

An institution that provides medical, surgical, or psychiatric care and treatment for the sick or the injured.

### **Provider type**

The grouping of providers into broad categories to offer additional search options

#### **Name**

Name of Primary Care Provider, Specialist, Hospital, or Medical Group

#### **Gender**

Male or Female Primary Care Provider or Specialist

#### **Specialty**

This is any specific area of medicine in which a provider may focus his/her practice and has had focused training.

#### **Hospital affiliations**

These are hospitals where this provider has privileges, where he/she has the hospital's permission to utilize the facility to care for his/her patients.

#### **Medical group affiliations, if applicable**

These are medical groups of which this provider has a working relationship or association with. These groups are generally of the same or similar practice specialties.

#### **Board Certification**

This medical specialty certification indicates that this provider has received recognition for his/her expertise in a particular specialty or subspecialty of medical practice, achieved through a voluntary and rigorous process of testing and peer evaluation. Board certifications, when first offered, did not have an

expiration date; however, recognizing the changing pace of medical knowledge, recertification is now required to maintain the recognition.

### **Accepting new patients**

This means that this provider is able to receive new patients into his/her practice.

### **Languages spoken by the provider or clinical staff**

This refers to the languages other than English this provider or his/her clinical staff can speak and communicate to those needing medical care.

### **Office locations**

This refers to the city and zip code for the provider's office location.