aetna®

Using Aetna DocFind to Search for a Provider

1. Go to **https://www.aetna.com/** click on Find a doctor at the top of the page.
2. Search 1 or 2 ways: (**Member** or **Not a Member**)
3. Searching by **Member**
   - In the center of the page, under **Already a member?...,** click on **Find providers** or **Find a pharmacy** you will be prompted to enter your user name and Password on the Secure Member Log-in page.
     - **A General Provider Search Example**
       - Select **Find Care**
   - On the **Find Care** page, select whom the search is for
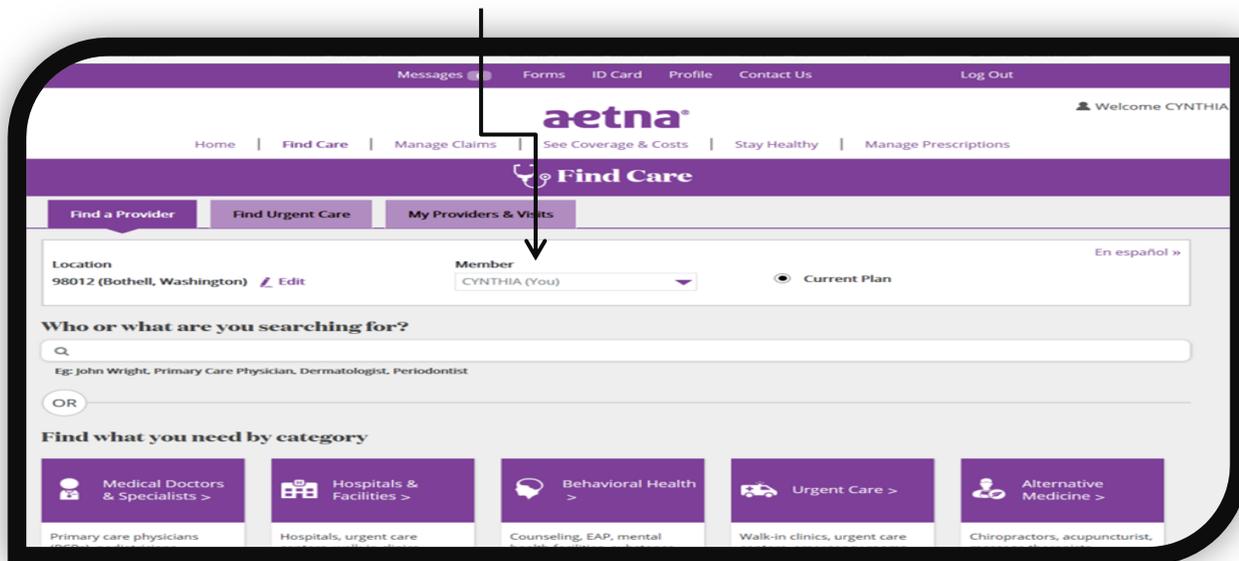
   - After selecting the **member** enter <u>who or what you are searching for</u> or choose from the <u>Find what you need by category</u> section.
   - Continue selecting your preference until a list of providers/facilities appear
   - The search results tend to start very broad so that you can narrow them down by using the **Filter & Sort** option located in the purple band in the middle of the screen
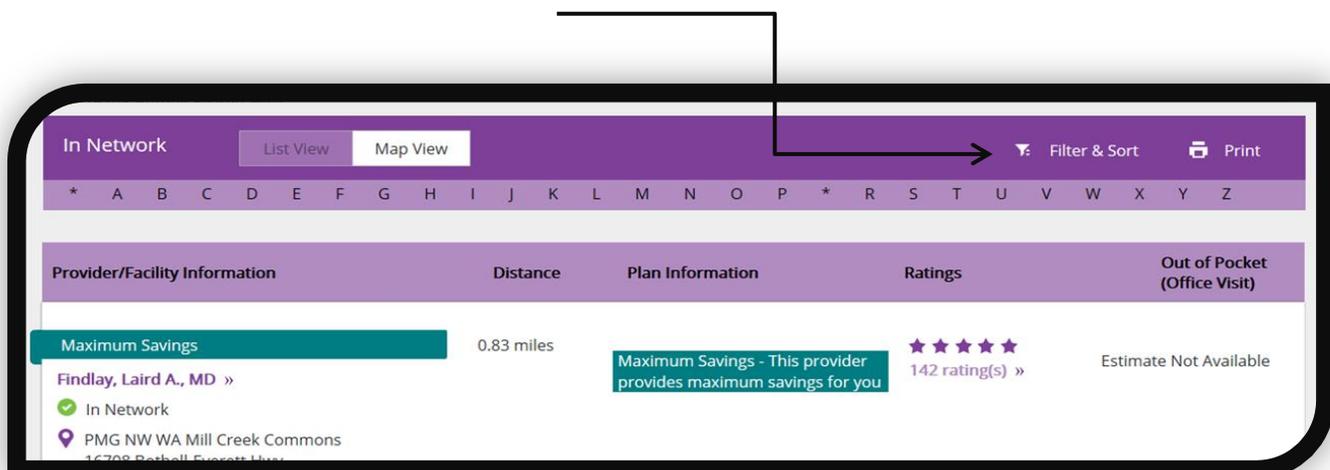
If you'd like to filter search please select the choices on the left side of the screen under **Filter By** and/or **Sort By**:

- Proceed by selecting options you prefer to narrow the search
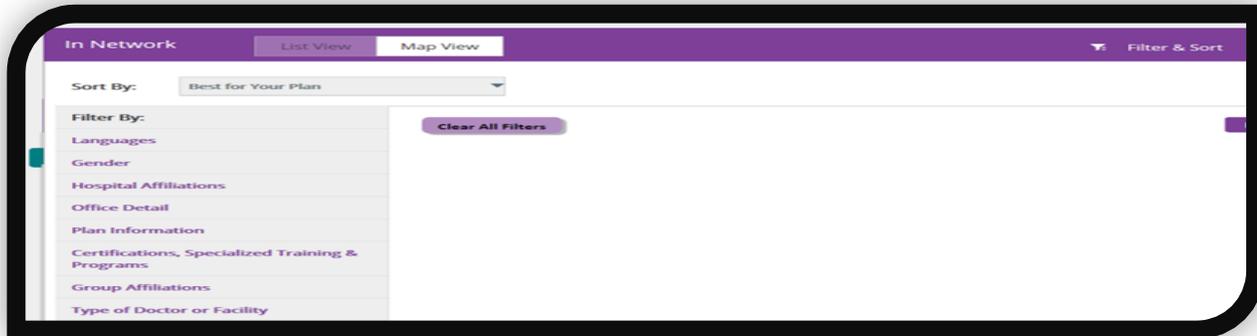
- Clicking on a provider's name will tell you where they are located, what languages they speak, other providers they are affiliated with, etc.

4. **Searching by Non-member**

In the center of the page, under **Not a member yet?** ..., click on Plan from an employer

1. Under **continue as a guest**..., enter home zip code, city, county or state then select the parameter of miles for the search. Click the **search** button.
2. A **Select a Plan** page will appear.
3. Under **Select a Plan**..., choose (WA) Aetna Whole Health – Puget Sound Managed Choice/Choice POS II Click the **Continue** button.
4. Under the **Directory of Health Care Professionals** page enter doctors' name or type of doctor or select the category then type of doctor.
5. Continue selecting your preference until a list of providers/facility appear
6. The search results tend to start very broad so that you can narrow them down using the Filter & Sort option located in the purple band in the middle of the screen

If you'd like to filter search please select the choices on the left side of the screen under **Filter By** and/or **Sort By**:

- Proceed by selecting options you prefer to narrow the search

Clicking on a provider's name will tell you where they are located, what languages they speak, other providers they are affiliated with, etc.