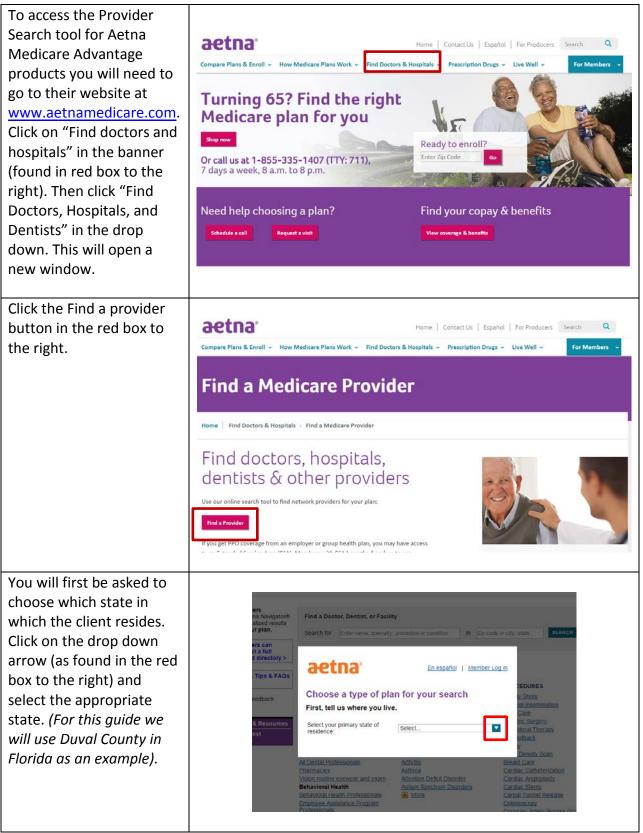
# Provider Look up Guide

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#### AETNA

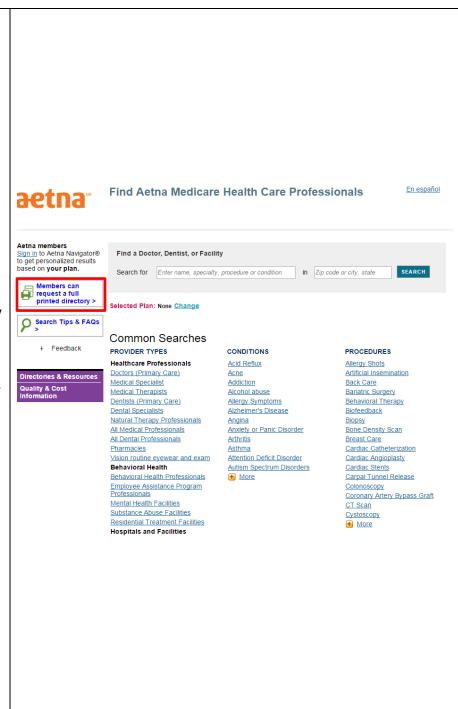




The screen will then show all plans available in aetna Florida. You can select En español | Member Log in which plan you are interested in checking by Choose a type of plan for your search clicking on the title of the First, tell us where you live. plan and then clicking "Continue." NOTE: You do Select your primary state of Florida residence: not have to select a plan. If you choose not to Now select a type of plan. simply click "Continue Types of plans available in this state: without selecting a plan." 2015-Aetna Medicare Plans Aetna Medicare<sup>SM</sup> Plan(HMO / Open Access HMO) If you do not select a plan Aetna Medicare<sup>SM</sup> Plan(PPO) 2015-DMO®/Managed Dental a message will appear. Aetna Medicare HMO Preventive Dental Plan Aetna Medicare HMO Advantage Dental Plan If looking for a dentist be 2015-Pharmacv Aetna Medicare Prescription Drug Plan (PDP) sure to click the correct 2016-Aetna Medicare Plans - Group dental plan listed in the drop down. Continue 🔶 OR Continue without selecting a plan This message merely states that the doctor you search may appear The health care professional however you will still need you see listed may not accept to verify which plans they your plan. accept by looking at them individually. This step will Click on the provider name to see a list of be shown so that if you plans they accept. It is important to call their encounter this you will be office to confirm that they participate in Aetna's network before scheduling your able to confirm they appointment or receiving services. To find accept the plan that the providers that accept your plan, select a plan. client is interested in. Click "I understand" to I understand continue.



From here you have a few options. In the "Search for" box you can type a name, specialty, procedure, or condition. The easiest will likely be name or specialty. The search will come up with options as you type. If at any time you see what you are looking for, you can click on it and the box will auto-fill the text you have yet to enter. If entering a specialty all doctors with that specialty will appear. This can be especially useful if you simply want a list of Primary Care Providers for your client to choose from, etc. You will also notice from the picture on the right that the client is able to request a paper copy of the printed directory (seen in red box). For this search we will look for a doctor named Stewart. After typing the name into the Search for box, you will need to also enter either the zip code or the city, state of the client in the second box. Click on the Search button.





From the results page you Find Aetna Medicare Health Care Professionals En español aetna will be to scroll through multiple results. You can Aetna members Sign in to Aetna Navigator® to get personalized results based on your plan. also print the page to Find a Doctor, Dentist, or Facility SEARCH show the list to client's by Search for Family Practice in 32206 Members can request a full printed directory > See Important Notice About Participating Providers below clicking the "Print this page" button (found in Selected Plan: Aetna Medicare Premier Plan (PPO)/PPO Premier Plan Change O Search Tips & FAQs red box to the right). If Results: Next Page we want to see the A 8 Sort By Best Match -START A NEW SEARCH Primary care number it is **Directories & Resources** Report Show map rint this page Incorrect Quality & Cost Information now available under the Important Disclaimers for Medicare Members Distance Plan Information Name Other doctor's name for each primary care physician Wells, Kelli T., MD Primary Care ID: 519088 Narrow your results In network (see green box). Jacksonville, FL 32206 Phone: (904) 253-2062 Specialties: Family Practice Distance: 25 miles -See Accepted Plans Select: Language \*\*\*\* 0 rating(s) Gender Hospital affiliation (admitting privileges) NCQA Patient-Centered Medical Salman, Farah, MD Primary Care ID: 022113 655 West 8th Street, 4th Floor, Home Recognition Program In network Accepting new patients/Office If you click on the doctor's name, the doctor's Aetna members F Back to Search Results Sign in to Aetna Navigator® to get personalized results information page will Map it Pri based on your plan. Stewart, Eric B., MD come up and show 761 Edgewood Avenue North, Jacksonville, FL 32254-3013 Phone : (904) 633-0500 Members can request a full printed directory > contact information and specific information about Selected Plan: Aetna Medicare™ Plan(PPO) Search Tips & FAQs the doctor. By clicking on In network the plus sign found on the H Feedback Show all hospitals this doctor works with left hand side of each blue Open All | Close All information box you will + Contact Information Directories & Resources be given more Office Detail Quality & Cost Information Gender: Male Office # information. Most 022100 importantly under "Office Keep Your Costs Down Group Name: Additional Languages Spoken: Not You will pay more if you choose an out-of-network 🕗 In network. Accepts plan through Available Detail," you will find the UF Commonwealth Family Medicine and Please call doctor's office to confirm if doctor. Learn More Pediatric - (Family Practice) **Primary Office Number** accepting new patients Provider Role: Report Incorrect (found in red box to the Information PCP If you find any incorrect or left). Also, under "Plan Specialty(ies): out-dated information for Family Practice specific doctors, hospitals and Network or facilities, please <u>let us</u> + Education <u>know</u> Information," you will be + Specialized Training & Programs +Other Important able to see all plans under Information + Plan & Network Information Aetna that the doctor + Hospital Affiliations accepts.



## **Coventry**

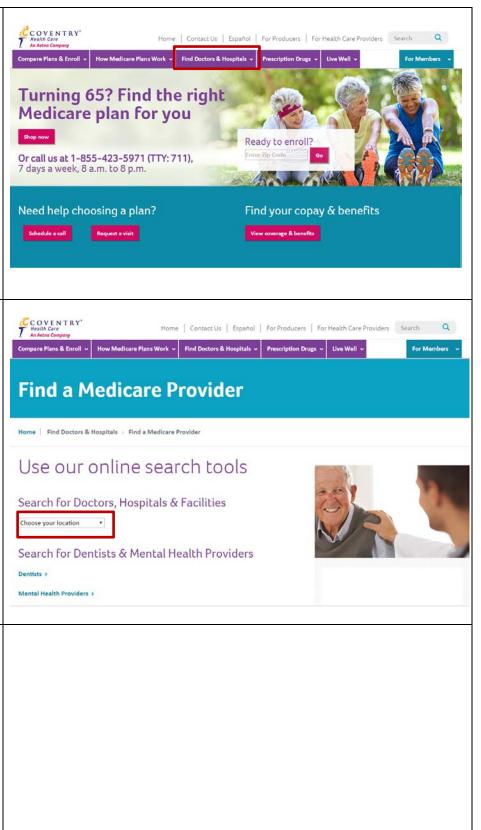
To find a doctor for Coventry go to http://coventrymedicare.coventryheal thcare.com/. Click on "Find doctors and hospitals" in the banner (found in red box to the right). Then click "Find Doctors, Hospitals, and Dentists" in the drop down. This will open a new window. Here you will need to choose which type of provider you would like to search for. In this guide we will choose "Doctors & Hospitals."

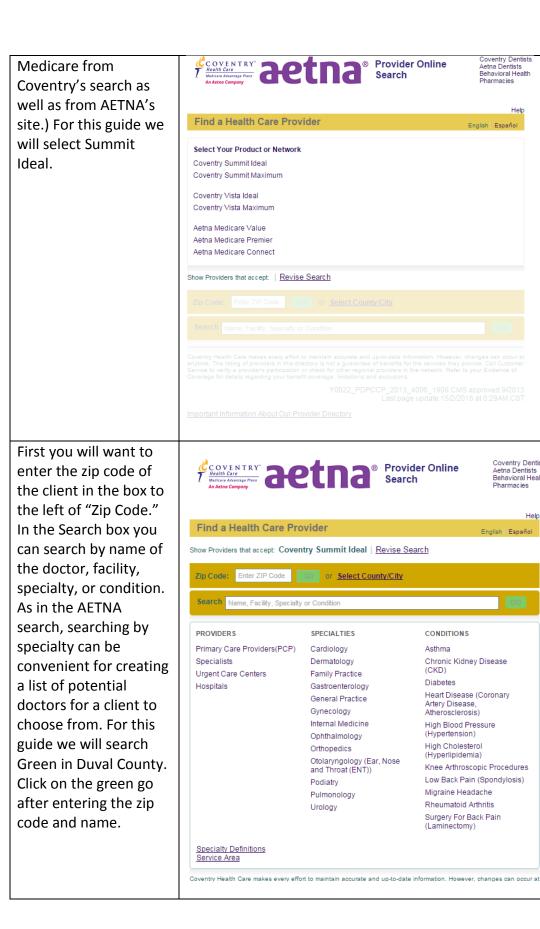
Click on the drop down to choose your local area (found in red box to the right).

If searching for dentist or mental health providers use the links in blue instead of selecting a location.

Here you will need to select which plan the client is interested in. (NOTE: AETNA Medicare Advantage plans will show in certain regions as AETNA and Coventry merge more completely. You can look up AETNA









Coventry Dentists Aetna Dentists

Behavioral Health Pharmacies

Help

Coventry Dentists

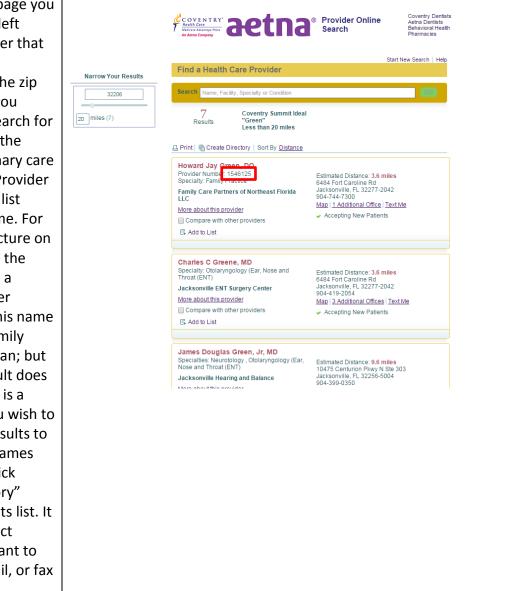
Help

Aetna Dentists Behavioral Health

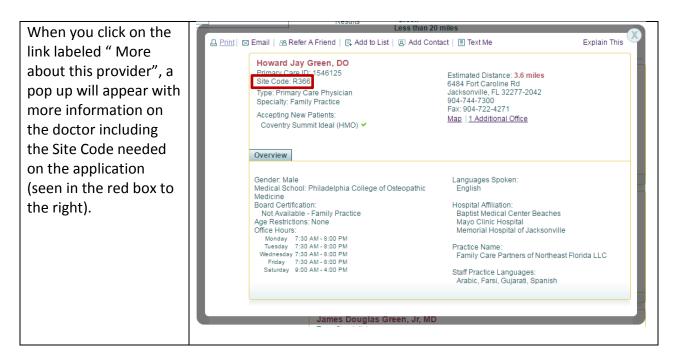
Pharmacies

English Español

On the results page you will see on the left hand side a slider that can extend the distance from the zip code in which you would like to search for doctors. When the doctor is a primary care physician, the Provider number will be list under their name. For example the picture on the right shows the first person has a provider number directly under his name since he is a Family Practice Physician; but the second result does not because he is a specialist. If you wish to print out the results to share a list of names with a client, click "Create Directory" above the results list. It will let you select whether you want to download, email, or fax the directory.

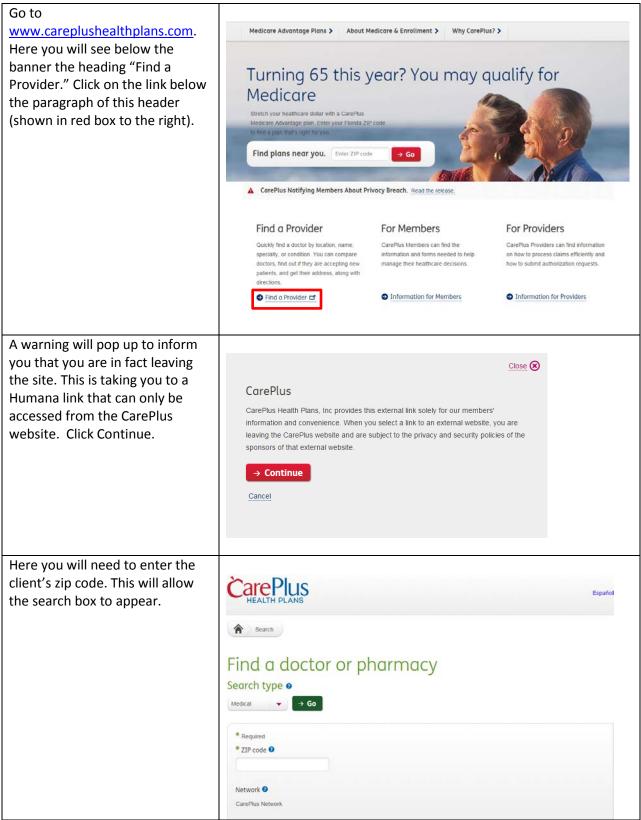




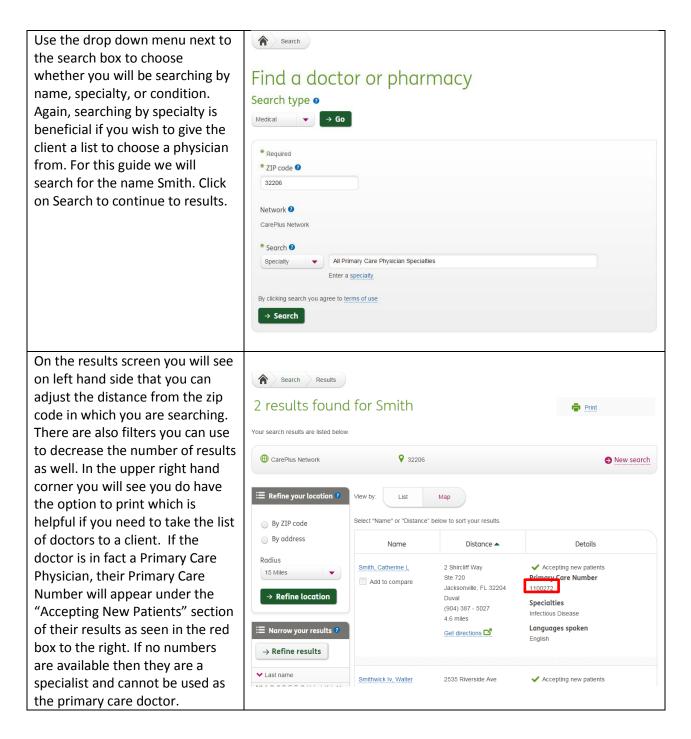




## CarePlus







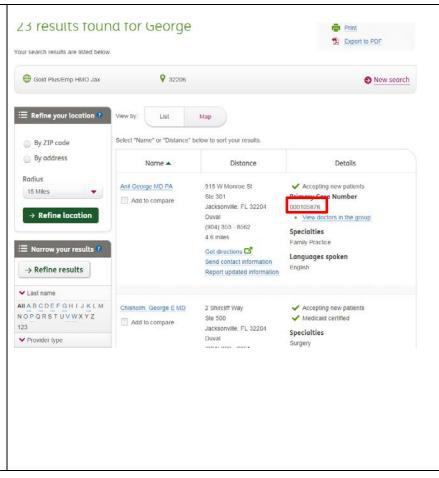


To look up a doctor for SUULVVILINEULL Humana, go to www.humana.com. On the initial page you will see the title "Find a doctor or NO pharmacy" below the banners Dental & Vision Medicare Humana Group Insurance Pharmacy and headers of the page. Click on the Search button below Actions we take for Medicare members impacted by disasters Read More. the title. Humana and Aetna have announced an agreement to combine the two companies. Read the news release. Notification of privacy breach. On October 11, 2016, an incident was reported to Humana's Privacy Office. Read More. We strive to be your lifetime partner in reaching good health. At Humana, we go beyond insurance. We help provide a roadmap to a healthier you. By taking a personalized look at your life and your health, we can help you find the perfect plan and achieve your goals. Start becoming your best you. Start with healthy. Find a doctor or pharmacy Quickly locate a doctor, hospital, dentist, vision provider or pharmacy. Search The search engine will bring Use this option if you are not a member or you do not have your ID card you to the page seen on the \* Required left. You will need to select Medicare or Medicare-1. \* Coverage type 🕐 Insurance through your employer Medicaid and enter the zip Individuals & Families code in the zip code box. Click Medicare or Medicare-Medicaid outside of the zip code box for Medicaid a pull down menu to appear. If you are searching for doctor's 2. \* ZIP code 🕐 that accept Gold Plus HMO 32206 plans select "Gold Plus HMO", for DSNP select "Gold Plus 3 \* Network 😨 HMO DSNP" and for PPO plans Gold Plus HMO select "Medicare PPO." The search drop down and box will 4. 🏾 \* Search 🕑 appear. You can select Name, Name Enter a name of a doctor or hospital. Please note that the search area for results defaults to 15 Specialty, or Condition from miles. Continue to the search results page to adjust this distance the drop down. Again Specialty is useful if you need By selecting "Search," you agree to the terms of use a list for the client to look → Search through. For this search we will use name and search for a doctor named George. Click the search button below your selections.



A list of doctors will be shown. On the left hand side you will be able to limit your results based on various criteria and you can also extend the search parameters by adjusting the mile radius. Like with CarePlus if the doctor or group is a primary care physician the Primary Care Number under the section which states whether the doctor is accepting new patients (seen in the red box to the right.) If there is no Primary Care Number then the doctor is a specialist that does not qualify as a primary care physician.

In the upper right hand corner you will see print and export buttons can be seen to the right of the number of results found. These can be used to create a list for clients to look through.







## **United Healthcare**

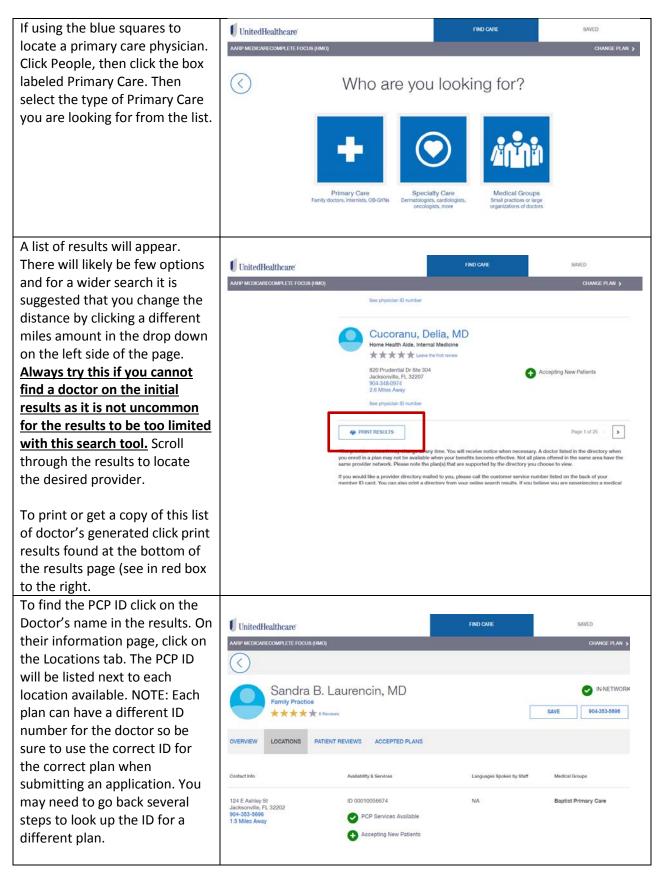
It should be noted that you can access the Provider Look Up through <u>www.uhcmedicaresolutions.com</u> to confirm that a physician is in network; however, you will not find the provider's id number on that site. Use <u>www.unitedhealthproducers.com</u> to access the agent Provider Look Up tool.

You will need to use your agent id and password to access your account. Click Sign-in.	UnitedHealth   PRODUCERS'   Text Size: Contact Us Text Size: Contact
If you scroll down on the left hand side of the page is a link that says "Provider Search". Click on that link (seen in red box to right).	VinitedHealth   PRODUCERS   Wercome   Verticeme   Product   Verticeme   Product
Click the "Click here to launch Provider Search" (seen in red box to the right). This will open a new window for the Provider Search tool.	Image: State Materials     Product Information & Materials     Provider Search     Medical Provider Search     Resources     Click here to launch Provider Search



First you will need to enter the client's zip code or city and state. Then click Continue.	UnitedHealthcare				
	Enter your ZIP code to find a plan.				
	Enter a 5 digit zip code or city & state Zip Code or City & State Солтімие				
Next you will need to pick which plan you would like to check for	for a max				
doctor's on. We will use the	UnitedHealthcare <sup>®</sup>				
Focus HMO for this example. Click on the title of the plan.	Select a Medicare plan in Duval County, FL, 32206				
	No Preference				
	AARP MedicareComplete Choice Essential (Regional PPO)				
	AARP MedicareComplete Choice Plan 2 (Regional PPO)				
	AARP MedicareComplete Focus (HMO)				
Here you can search by the doctor's name or specialty by typing it in the search bar and clicking search.	UnitedHealthcare     FND CARE     SAVED       ANP MEDICARECOMPLETE FOCUS (PMO)     CHANGE PLAN >       C     What can we help you find near 32206 ?				
You can also click any of the blue squares to search for	What can we help you find near 32206     COMMERCEARCH      Doctor Name or Specialty, Facility Name, Clinic Name, Medical Group Name				
groups of doctors by specialty, place, medical group, or even medical condition.	FIND HEALTH CARE BY CATEGORY FIND HEALTH CARE BY CATEGORY People Dectors, medical groups, and other People Dectors, medical groups, and other People Hospitalia, clinics, laba, imaging Hospitalia, clinics, laba, imaging Hospitalia, clinics, laba, imaging Hospitalia, clinics, laba, imaging Hospitalia, clinics, laba, imaging Labass, screeninga, Xrays, scare Dectors, medical groups, and other Pieces				







If the doctor is a specialist no	
PCP ID will be listed.	
NOTE: Groups themselves do	
not have PCP ID numbers. To	
use a group facility you will	
need to find out the primary	
doctor for the facility and	
search by the doctor's name in	
order to get a PCP ID.	



### WellCare

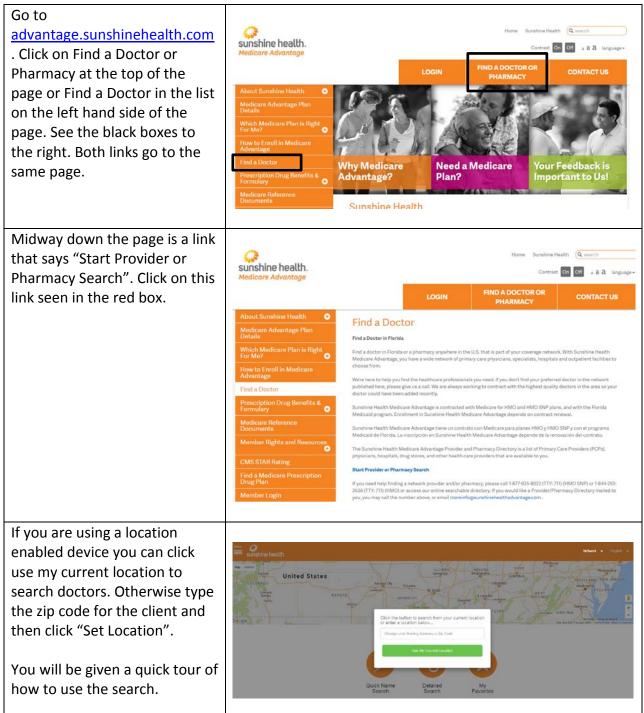
Go to www.wellcare.com. You will be brought to the WellCare A Login / Register 0 Contact Us English \* Help page on the right and small Need a Plan Members - Providers - Corporate box will request that you enter the state in which you FLORIDA are interested, first. The page A Journey To Better will change to be specific to that state. To find a provider, **Health Begins Here** click on the "Find a Provider/Pharmacy" button Are you ready to start your journey with us? in the upper right hand Medicare Compare Plans and Enroll Nov corner (found in the red box to the right). OUR BRANDS Staywell KD5 WellCare' Staywell You will be brought to a search engine where you will WellCare A Login / Register Search WellCare P Contact Us Enalish 🔻 need to select various Need a Plan Members 🔻 Providers 🔻 Corporate 🔻 & Find a Provider/Pharmacy criteria. The first drop down Need Instructions? - Text 🔸 🖨 Print will require you to select the Find a Provider state in which the client lives. The next drop down will have a list of types of WellCare What state is your plan in? 0 Helpful Information plans to select from. For Select your plan State Helpful Definitions Medicare, select "WellCare," Specialty Descriptions Terms and Conditions under the bold heading What is your plan? 0 "Medicare," in the drop down Select your plan list. Next you will need to enter the client's general Where are you looking? 0 location. You can search by Select location type city and state, county and state, zip code, or address. If using city and state or county and state be sure to type in the correct labeled boxes Please enter keyword to search @ that will appear. For zip code a new drop down will appear next to the zip code boxes. This drop down allows you to enter a distance from the zip code to look up doctors. Be sure to increase the mileage



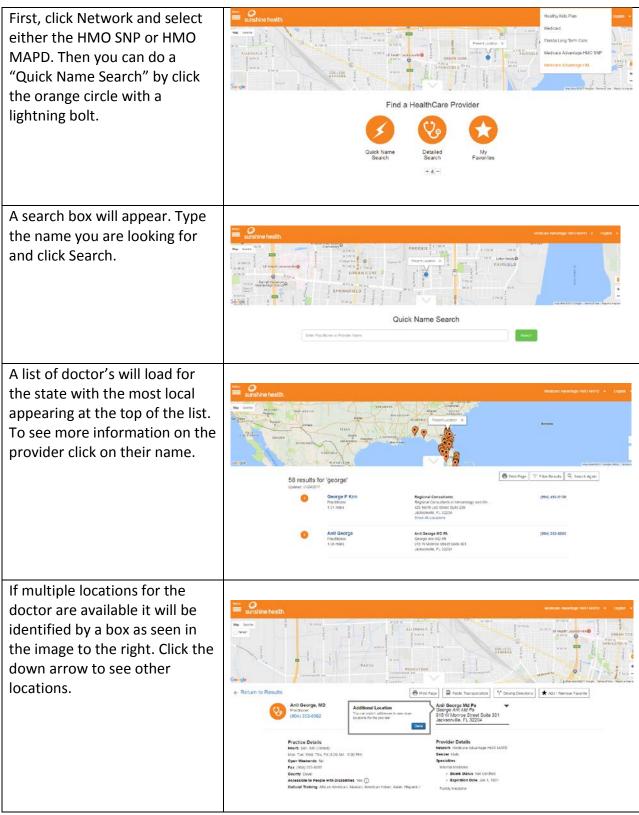
if the doctor you are looking for is not located very close to the client. The next box asks if you would like to search by name or keyword/specialty. A new box will appear to type your name or specialty into. To run the search, click the "Go to Results" button.	Where are you looking?   Zip Code   32206   32206   32206   S0 m.•   How do you want to search?   Mame   Enter names (ex: cvs or bob or patel)   Co to Results   Clear Values	
It may take results a moment to appear. Doctors will be listed with contact information below their name and specialties listed to the right of the contact information. The Provider ID is found right underneath the doctor's name (as seen in red box to the right). On right hand side of the screen the gray box will have different options for refine your results. Click Update Results to apply what you have entered.	Search WellCare       P       A Login / Register       Control         Need a Plan       Members Providers Corporate Corpor	tus Help Florida English     Checked Florida Provider/Pharmacy     Helpful Information   Helpful Definitions   Specialty Descriptions   Terms and Conditions   Specialty Descriptions   Terms and Conditions   Refine Search   Filter Your Results   Refine by Name   AB CDE F GHIJKLIMNOPOR   ST UVWXYZAI   Choose Provider Type Select provider Type



#### **Sunshine**









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