

How to Find a Provider



Medical Plans – Find a Doctor:

In order to determine and verify that your physicians and specialists are in the plan that you selected, you may contact **Aetna’s Concierge Customer Service at 866-253-0599**. An Aetna concierge can help you understand your benefits so you can make more informed decisions about your health care. Concierges are available Monday – Friday, 8:00 am to 6:00 pm. To find network providers on Aetna’s website, follow the instructions below.

All three plans feature national networks of doctors and other health care providers. When you use in-network providers, you will pay lower negotiated rates, compared to out-of-network providers. Regardless of the plan you choose, you do not have to select a Primary Care Physician (PCP) and specialist referrals are not required.

The Aetna Select Open Access and CDHP are in-network only plans. This means you must use in-network providers to receive benefits (except for qualified emergencies).

The Choice POS II offers out-of-network coverage (at a higher cost to you). Consider this plan if you need to use out-of-network providers.

PLAN NAME	NETWORK
Aetna Select Open Access	Aetna Select (Open Access)
Aetna Choice POS II (Point of Service)	Aetna Choice Point of Service II (POS)
Aetna CDHP + HRA	Aetna Select (Open Access)

Note: The Aetna Select and CDHP use the same network

Check the Provider Networks

Go to www.aetnapcsb.com to search for a provider. This website is dedicated to the PCS-sponsored Aetna medical and prescription drug benefits, and will link you directly to Aetna’s provider search tool. Start here to learn about your coverage and access provider directories, tools and more.

Once you have been linked to the provider search tool you will select the following:

Select “Not a member yet?”

1. Then, “Plan from an employer”
2. You will then “Continue as a guest”, and enter in zip code or location of the type of provider that you are searching, and click “Search”
3. The PCS-sponsored plans offered to you are called the following on Aetna’s website, under **Aetna Open Access plans:**
 - a. Aetna SelectSM (Open Access), if you are enrolling in the Aetna Select Open Access or the Aetna CDHP + HRA plans; OR
 - b. Choice Point of Service II (POS), if you enrolling in the POS plan
4. Once you have selected your plan, enter your doctor’s name or click on any of the provider categories


Aetna Mobile App. Download the app from your app store for instant access to your ID card, provider claims, coverage, benefits and more.

Humana

Humana Dental Advantage Plan - #548085

This is very similar to a medical HMO, where you must select a primary dentist to coordinate your dental care. This dentist will refer you to a specialist if needed.

You do not need to list your provider on the enrollment and change form. However, in order to select a provider:

1. Go to www.humana.com
2. Click on "Member Resources"
3. Scroll to: "find a doctor"
4. Search type: Dental, then click 
5. Coverage type: check "all dental networks"
6. Enter your zip code or the zip code for the provider
7. Choose "Humana Dental Advantage Plus" from the Network drop down menu
8. To search
 - a. by name, choose "Name" from the drop down menu and type your dentist's name in the box
 - b. for a provider listing, choose "Specialty" from the drop down menu and type "All" in the box (The list may be viewed or exported to a pdf file)

If you are enrolling dependents, each family may select a different dentist. However, if there is not a dentist in their area they reside, they must choose a dentist locally and come back to the Tampa Bay area for services. There is a very limited benefit for treatment out of the area, or for emergency care under the dental benefit.

MetLife

MetLife Dental Plan - PDP Plus - #G95682

This is an open access plan that allows you to visit any dentist of your choice, and allows for reimbursement for dental expenses that you may pay of out of pocket. If your dentist is a preferred provider with MetLife you will have a savings provided in the office at the time of billing and they may file your claim on your behalf.

If you are enrolling dependents, each family member may select a different dentist and the Preferred Dental Provider network is nationwide. MetLife providers may be located at: www.metlife.com, Employee Benefits link, Dental link, the PPO search.



Eye Med Vision Plan - Advantage Plan

In order to select a provider, you may go to: [EyeMed Vision Care Providers](#)

"Find a Provider" is positioned in the center of the page on the right.

Enter the zip code you want to search in the first box.

Choose "Advantage" from the drop down menu for "Network."

Click on "Get Results" to see a list of providers in your area.