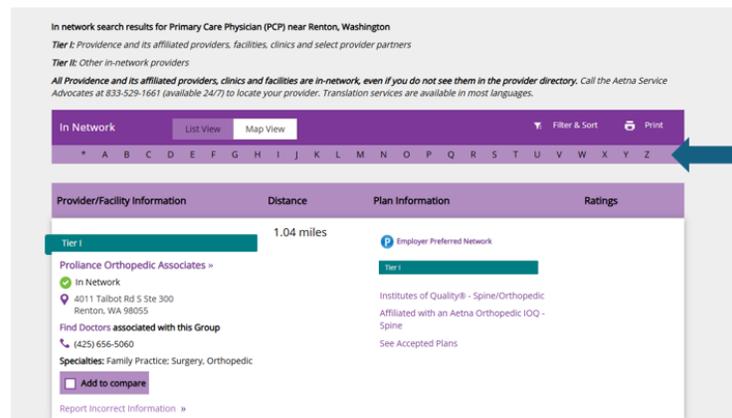


Tips for pharmacy directory searches

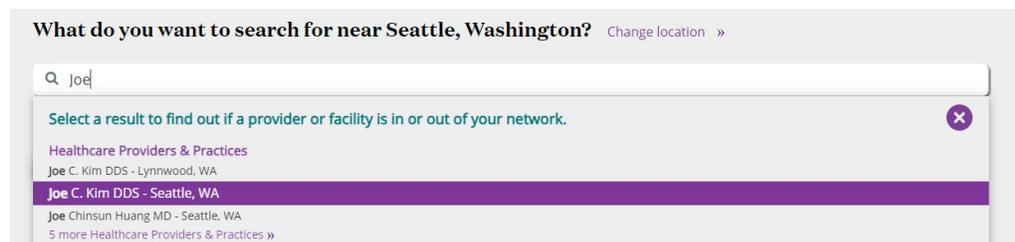
- The pharmacy directory will identify all in-network pharmacies. You will be able to use the drug cost tool on the Aetna member website to locate Tier I pharmacies (if the plan you enrolled in has tiers).

Tips for medical provider directory searches

- The provider search tool will display results as Tier I or Tier II.
 - Tier I: Providence and its affiliated providers, facilities, clinics and select provider partners
 - Tier II: Aetna-contracted in-network providers, facilities & clinics
- If you don't find your provider by office name or medical group, type in the provider's name (for example, type in Dr. James Smith instead of Eastside Orthopedics).
- When searching for a provider, the results will return Tier I providers first. If you then select to sort by letter (i.e. clicking "G" to jump to providers whose last names start with G), the results will appear alphabetically, not by Tier I or Tier II.



- You may find your provider under multiple specialties (i.e. primary care, mental health, etc.). If you have a question about your provider's participation, please contact the Aetna Service Advocate team at 833-529-1661.
- When searching for a provider using the search bar, many names may appear for you to select. You will need to select each provider to confirm network participation. Just because they show as an option to select does not mean they are participating in your plan.



If you are unable to find your provider in the search, please call the Aetna Service Advocate team for assistance at 833-529-1661, we are here to help!