



Find your providers

Does your provider participate in the Aetna Medicare Advantage PPO plan network?

The Aetna Medicare Advantage PPO plan gives you the freedom to see any licensed provider or hospital who is eligible to participate in Medicare and accepts your Aetna Medicare Advantage PPO plan. You are not limited to physicians or hospitals in our network. You will pay the same cost share in or out of network.



Search online:
CONY.AetnaMedicare.com



Call **1-855-648-0389 (TTY: 711)**,
Monday–Friday, 8 AM–9 PM ET.

How to search for your provider



1. Go to **CONY.AetnaMedicare.com**
2. Under “**Find doctors & prescription drugs**” select “**Find a doctor or provider (search now)**”



If you are not yet a member go to “**Continue as a guest**” and enter your location to begin your search.

If you are a member, under “**Already a member?**” click “**Log in to Secure Site**” and use the user name and password you created.

Search steps

- 1** Enter the **zip code** you are searching in.
- 2** Then click on the **category of provider** you are looking for. For example: Medical Doctors & Specialists, Hospital & Facilities or Urgent Care.
- 3** Click on the **type of provider** you are looking for and continue to refine your search.
- 4** **Scroll through the providers** on screen. If you know your provider's name, you can also type it into the search box.



What if I don't see my provider?

If you're browsing through our network and can't seem to find your doctor, don't worry! Just call us at **1-855-648-0389 (TTY: 711)**, Monday–Friday, 8 AM–9 PM ET. We'll contact your doctor and confirm, or we can help you find other nearby doctors or hospitals to meet your needs. And you'll pay the same cost share for both in- and out-of-network services.*

You can also refer a provider to Aetna®. Just call and let us know the provider name and address. Our network team will reach out to them. Providers can also call our Provider Contact Center at **1-800-624-0756**, Monday–Friday, 8 AM–5 PM local time.

*Out-of-network doctors and hospitals must be licensed, eligible to accept Medicare payment, and willing to accept your plan.

The provider network may change at any time. You will receive notice when necessary. Out-of-network/non-contracted providers are under no obligation to treat Aetna members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. Participating physicians, hospitals and other health care providers are independent contractors and are neither agents nor employees of Aetna. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change. See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.