



## **AETNA BETTER HEALTH®**

## **AETNA BETTER HEALTH® KIDS**

### **General help for searching for providers and hospital**

The “Find a Provider” online service lets you search for information on health care providers. You can use this service to do many different things like:

- Search for providers by:
  - Name
  - Gender
  - Specialty type
  - Hospital affiliations
  - Medical group affiliations, if applicable
  - Board certification
  - Accepting new patients
  - Languages spoken by the provider or clinical staff
  - Ages served
  - Handicap accessible
  - Office locations
- Search for hospitals by:
  - Facility name
  - Location
  - Accreditation

### **Getting started**

First, you must determine how you want to search for providers. You can choose to find a specific provider or hospital by name. Or, you can choose to search more generally to find a primary care provider, specialist or hospital near your home.

- If you search by name, you can put in the first three letters of the provider’s last name or hospital. Any provider or hospital that includes that letter combination in their name will show.
- If you search by location, you must enter a zip code AND
  - If searching for a primary care provider, select primary care provider from the drop down menu in the specialty field
  - If searching for a hospital, select hospital from the drop down menu in the specialty field
  - If searching for a specialist, select the desired specialty from the drop down menu in the specialty field
- You can select more criteria in the drop down menus under the “Find a Provider or Hospital by Type” to narrow your search
- Review the list of providers that met the criteria you specified. If no providers met your criteria, you can search again.

## **Explanation of search options**

### **Primary care providers**

A primary care provider is someone who gives preventive care and treats illnesses and disease. Your primary care provider should know most of your health problems and works with you to address each issue. The primary care provider also coordinates care with other providers who may be treating you, like a surgeon, physical therapist or home care nurse. Primary care providers are usually family practice, internal medicine or child (pediatric) providers. Sometimes other medical specialists will serve as a patients' primary care provider, such as a cardiologist (heart doctor) or obstetrics/gynecology doctor.

### **Specialists**

Specialists get advanced training in one or more specialty areas. Some examples of specialists include:

- Allergy doctor (allergist)
- Anesthesiologist
- Cardiologist (heart doctor)
- Heart and blood vessel (cardiovascular) surgeon
- Dermatologist (skin doctor)
- Gynecologist
- Pediatrician (children's doctor)
- Psychiatrist (mental health doctor)
- Radiologist

Some doctors further train in a subspecialty area, such as pain management, sports medicine or interventional cardiology. Doctors may apply for board certification in their specialty field. This is when a medical specialty organization awards certification to providers who meet educational and training standards and pass a written or oral exam. The American Medical Association (AMA) and the American Board of Medical Specialties recognize 24 specialty boards that award certification as valid.

### **Hospital**

An institution that provides medical, surgical or psychiatric care and treatment for the sick or the injured.

### **Provider type**

The grouping of providers into broad categories.

### **Name**

Name of primary care provider, specialist, hospital or medical group.

### **Gender**

Male or female primary care provider or specialist.

### **Specialty**

Specific area of medicine in which a provider may focus his/her practice and has had focused training.

### **Hospital affiliations**

Hospitals where providers have privileges and where he/she has the hospital's permission to use the facility to care for his/her patients.

### **Medical group affiliations, if applicable**

The provider has a working relationship or association with these medical groups. These groups are generally the same or similar practice specialties.

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**Board certification**

This medical specialty certification shows that the provider received recognition for his/her expertise in a particular specialty or subspecialty of medical practice, achieved through a voluntary and rigorous process of testing and peer evaluation. Recertification is now required to maintain the recognition.

**Accepting new patients**

This means that this provider is able to receive new patients into his/her practice.

**Languages spoken by the provider or clinical staff**

This refers to the languages other than English this provider or his/her clinical staff can speak to those needing medical care.

**Office locations**

This refers to the city and zip code for the provider's office location.