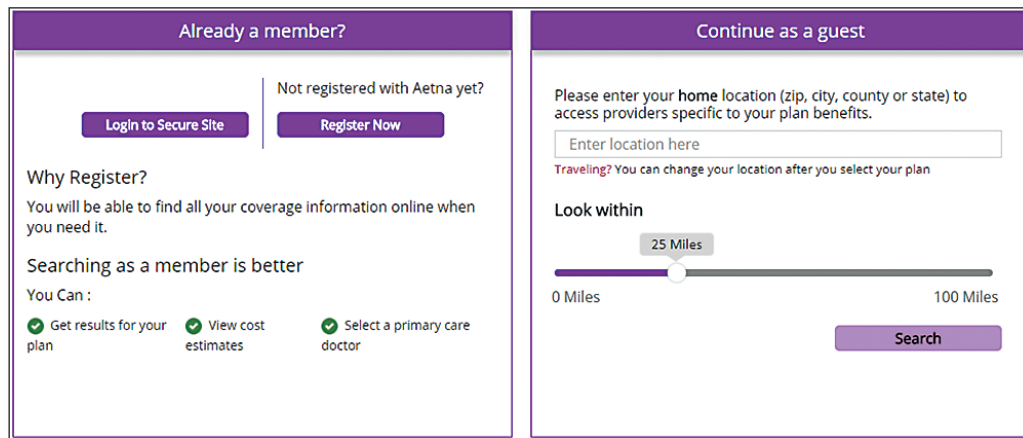


PROVIDER SEARCH INSTRUCTIONS



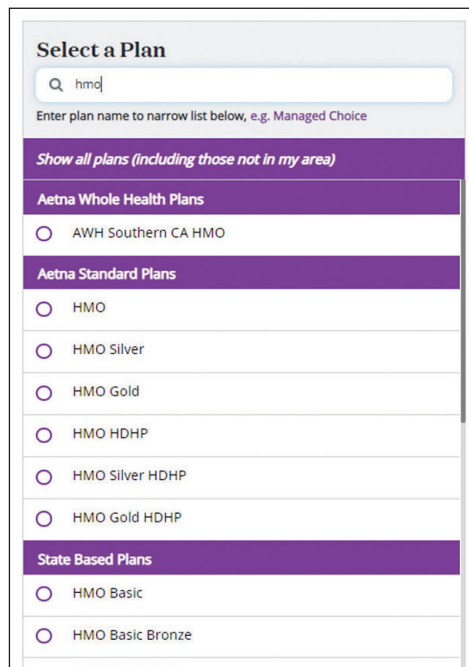
Step by Step Provider Search Instructions:

1. Enter your zip, city, county or state in the search bar



The screenshot shows the Aetna provider search interface. On the left, under 'Already a member?', there are links for 'Login to Secure Site' and 'Register Now'. Below this, it explains 'Why Register?' and lists benefits like 'Get results for your plan', 'View cost estimates', and 'Select a primary care doctor'. On the right, under 'Continue as a guest', there is a text input field for 'Enter location here' and a 'Search' button. Below the input field, there is a 'Look within' section with a slider set to '25 Miles' and a 'Search' button.

2. Enter your plan name in the search bar or select your plan from the list below and press “Continue”

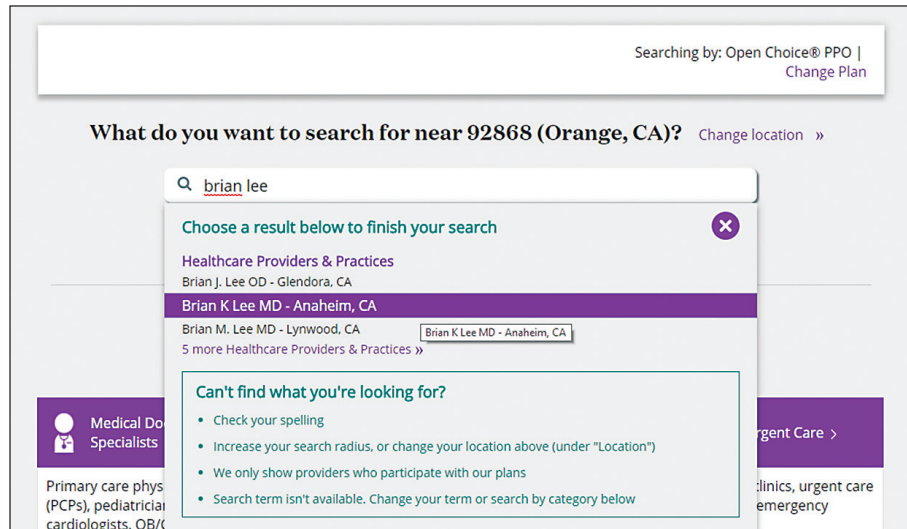


The screenshot shows the 'Select a Plan' interface. At the top, there is a search bar with 'hmc' entered. Below the search bar, there is a list of plans categorized into 'Aetna Whole Health Plans', 'Aetna Standard Plans', and 'State Based Plans'. The 'Aetna Whole Health Plans' section includes 'AWH Southern CA HMO'. The 'Aetna Standard Plans' section includes 'HMO', 'HMO Silver', 'HMO Gold', 'HMO HDHP', 'HMO Silver HDHP', and 'HMO Gold HDHP'. The 'State Based Plans' section includes 'HMO Basic' and 'HMO Basic Bronze'.

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PROVIDER SEARCH INSTRUCTIONS

3. Enter the name of your PCP in the search bar, and if it appears, select it to view “Provider/Facility Information”



4. To print a Directory, instead of using the search bar, click “Hospitals and Facilities” then “All Hospitals and Facilities”.



Plan Type:

HMO - HMO listed under the Standard Plans

HMO Deductible - HMO Deductible listed under the State Based Plans

Aetna Value Network HMO - Aetna Value Network HMO listed under the State Based Plans

HMO Basic - HMO Basic listed under the State Based Plans

AWH Southern CA HMO - AWH Southern CA HMO listed under Aetna Whole Health Plans

AWH Northern CA HMO - AWH Northern CA HMO listed under Aetna Whole Health Plans

OA Managed Choice POS - Managed Choice POS (Open Access) listed under the Aetna Open Access Plans

Open Choice PPO - Open Choice PPO listed under Aetna Standard Plans

Savings Plus OA Managed Choice POS - Savings Plus OA Managed Choice POS listed under the Savings Plus plans

AWH Southern CA OA Managed Choice POS - AWH Southern CA Managed Choice POS listed under Aetna Whole Health Plans