Frequently Asked Questions (FAQs)

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# Aetna Premier Care Network Health Plans

## Premier Provider Network

### Can I keep my current doctor?

If your doctor is a member of the Aetna Premier Care Network, he/she is considered an in- network doctor and benefits would be covered at in-network levels. If your doctor is not part of this network, you may still see him/her; however benefits would be paid at lower, out-of- network levels.

### Where can I find a list of Aetna Premier Care Network doctors and hospitals?

Click [here](http://www.aetna.com/dse/search?site_id=DirectLink&amp;externalPlanCode=A29MC%7CAetna_Premier_Care_Network) to access the online Aetna Premier Care Network directory.

### What if my doctor is not in the Aetna Premier Care Network?

You can continue to use your doctor as an out-of-network provider; however benefits would be paid at lower, out-of-network levels.

If your physician is not part of the Aetna Premier Care Network, you can ask your doctor to apply to join the Aetna Premier Care Network. Information for physicians interested in joining the network can be found at [https://www.aetna.com/health-care-professionals/join-](https://www.aetna.com/health-care-professionals/join-the-aetna-network.html)  [the-aetna-network.html](https://www.aetna.com/health-care-professionals/join-the-aetna-network.html). This will include instructions on the credentialing process and an online application form.

### What if I’m traveling and need to see a doctor?

You can see any doctor in the nationwide Aetna Premier Care Network if you become ill while traveling. To find a doctor where you are, call the number on the back of your ID card or go to the Aetna online provider directory by clicking [here](http://www.aetna.com/dse/search?site_id=DirectLink&amp;externalPlanCode=A29MC%7CAetna_Premier_Care_Network).

Remember, in an emergency situation you should go directly to the nearest emergency room. You should contact Aetna as soon as you are able.

### If I’m in the middle of treatment, will I have to change doctor if my current doctor is not in the Aetna Premier Care Network?

If you’re in the middle of a course of treatment for a certain medical condition by an out-of- network provider, you may be able to continue to seek treatment from this provider for a limited time under the transition of care benefit.

The transition of care benefit will enable members who have certain medical conditions being treated by out-of-network providers to continue to see these providers until care can be safely transferred to in-network providers. If approved by Aetna, during the transition period benefits will be paid at the in-network benefit levels.

Transition of care benefits are provided only for certain health conditions where changing your physician mid-treatment could impact the continuity of your care. Examples include recent surgeries, cancer treatments, mid-late term pregnancies, and other serious health condition.

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