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Here are the ways to search for in-network Individual Medicare providers, hospitals and specialists!

This AEP, your Aetna Medicare Advantage clients in New Mexico and Texas will want to check if their providers and hospitals are in our network. They may need to choose a new one if their provider is not in our network. We want to make this search as simple as possible. Here are three easy ways:

Option 1: Online tools (recommended)

Go to www.aetnamedicare.com/findprovider.

- Under "Guests," click "Find doctors & other providers."
- Click "2019 Medicare plans you purchase yourself."
- Enter your client's permanent home address, ZIP code or city/state.
- Click "Select plan to find providers."
- Follow prompts to select a plan and search for providers that accept the plan.

Option 2: Download a provider directory

- Log in to Producer World at www.aetna.com/producer.
- Click "Individual Medicare" at the top.
- Click the "Product" tab.
- In the "2019 Network Tools drop-down menu," select "Aetna Provider Directories."

Option 3: Call the provider lookup hotline: 1-855-242-9735

This Medicare provider lookup hotline can help you search for providers during the busy AEP selling season. Representatives are available 7 a.m. to 9 p.m. CT, 7 days a week, from October 1 through December 7, 2018.

Note: This hotline is for use by ready-to-sell producers only. If current members want to verify if a provider is in our network, they can call **Member Services**, using the number on their member ID card.

We're here to help! Contact your **local Aetna Medicare Broker Manager** in New Mexico or Texas if you need further assistance.

Market	Broker Manager	Phone	Email
San Antonio/ Corpus Christi/ Laredo; Rio Grande Valley	David Gaitan	(210) 251-5722	GaitanD@AETNA.com
Austin	Paul Allin	(512) 657-0263	AllinP@aetna.com
Houston	Brian Harmatuk	(281) 630-9555	HarmatukB@aetna.com
Houston	Karen Bailey	(281) 896-6415	BaileyK3@aetna.com
Panhandle/DFW	Billy Lee	(682) 206-5107	LeeW1@aetna.com
DFW	Steve Bumpass	(214) 288-8458	BumpassS1@aetna.com
DFW	Michael Nores	(817) 939-6119	NoresM@aetna.com
Rio Grande Valley	Victor Mireles	(956) 429-2772	MirelesV@aetna.com
El Paso	Eddie Resendez	(915) 373-1184	ResendezE@aetna.com
New Mexico	Raul Miramontes	(505) 234-5133	MiramontesR@aetna.com

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