

# HSHS Custom DocFind Helpful Tips

**Tip #1:** *Looking for a specific provider or provider group? Searching in Aetna's DocFind is similar to searching in Google, so using fewer words will return more results.*

**Example:** Searching for a Tier 1 HSHS Medical Group provider? Only type in the words "HSHS" or "HSHS Medical" and it will return more results.

**Tip #2:** *Click "ok" on pop up messages and continue to scroll down for results! Aetna's pop up message may indicate an exact match is not found but you should still click ok and scroll down to see the closest matches that were pulled.*

**Tip #3:** *First fill in the provider zip code, and then use the "type ahead" feature when entering words in the search bar.*

**Example:** If searching for provider David R. Johnson, watch the "type ahead" bar that pops up below your search to see if Dr. Johnson is coming up as a match.

**Tip #4:** *Always check to make sure the **HSHS Healthy Plan** name is showing as the Selected Plan on the search landing page. If not, exit out of your browser and re-initiate the custom link. The Selected Plan listed under the search bar should show as below:*



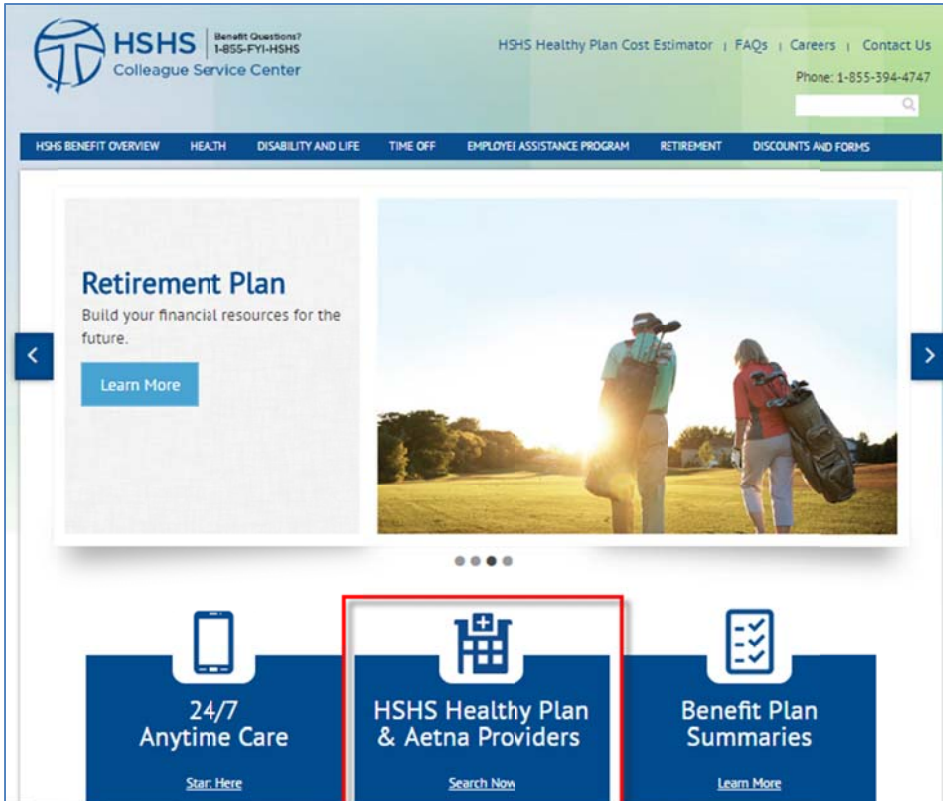
The screenshot shows a search interface with the title "Find a Doctor, Dentist, or Facility". Below the title, there is a search bar with the placeholder text "Enter name, specialty, procedure or condition" and a "SEARCH" button. To the right of the search bar, there is a field for "Zip code or city, state" and a "SEARCH" button.

**Selected Plan:** HSHS Healthy Plan

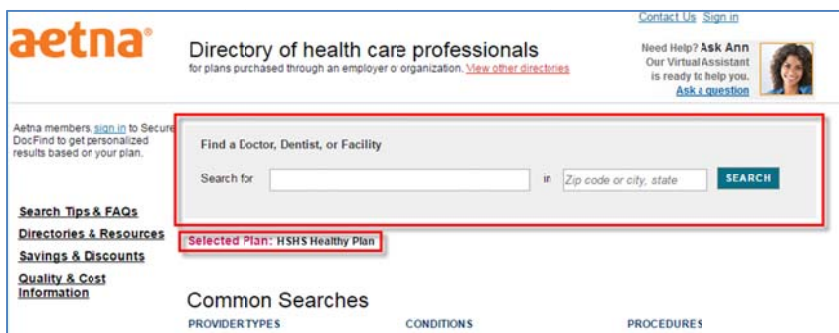
**Tip #5:** *Use the custom link provided during open enrollment or when enrolling for the first time. Once you receive your Aetna ID Card, you can register for Aetna Navigator and the HSHS custom network will automatically be populated in your Navigator portal. To register for Aetna Navigator go to [www.Aetna.com](http://www.Aetna.com) and follow the prompts to register!*

## **Tip # 6:** How to find a provider located within the *HSHS Preferred* or *Aetna Supplemental* Networks

1. Navigate to the HSHS Benefits Website - <http://benefits.hshs.org/>
2. Select the [HSHS Healthy Plan & Aetna Providers](#) link





3. Enter your search criteria within the Search Field



4. Review your results when determining providers.
  - a. *HSHS Preferred Providers* will show under the **Best Results for Your Plan** as follows:
    - i. Green Checkmark – In Network
    - ii. Blue “P” – Employer Preferred Network



**Best Results for Your Plan** All Other Results [Best for your plan why?](#)

Distance	Name	Plan Information	Other
0.38mi	<a href="#">Loret De Mola, Ricardo J., MD</a> St. John's Hospital 800 East Carpenter Street, Springfield, IL 62702 Phone: (888) 203-1154 <b>Specialties:</b> Obstetrics & Gynecology; Endocrinology, Reproductive; Perinatology	 In network   <a href="#">Employer Preferred Network</a>	
	★★★★★ 0 rating(s)		

b. **Aetna Supplemental** Providers will show under the **Best Results for Your Plan** as follows:

i. Green Checkmark – In Network


**Best Results for Your Plan** All Other Results

Distance	Name	Plan Information
2.14mi	<a href="#">Mack, Gregory J., DPM</a> 617 West Clairemont Avenue, Eau Claire, WI 54701 Phone: (800) 359-4421 <b>Specialties:</b> Podiatrist	 In network
	★★★★★ 3 rating(s)	
	 In network. Accepts plan through <a href="#">Foot and Ankle Clinics (OMN)</a> <b>Specialties:</b> Podiatrist	

c. **Other Aetna** Providers will show under the **All Other Results** Tab as follows:

i. Green Checkmark – In Network

Best Results for Your Plan **All Other Results**

Distance	Name	Plan Information
0.30mi	<a href="#">Jakoby, Michael, MD</a> 619 East Mason Street, Suite 4P57, Springfield, IL 62701 Phone: (217) 544-6464 ext. X 66048 <b>Specialties:</b> Internal Medicine; Endocrinology	 In network
	★★★★★ 0 rating(s)	

