



**aetna**<sup>SM</sup>

# Step-by-Step DocFind Instructions: Find a Doctor or Facility

**State of Delaware**

1) Visit Aetna's DocFind Website (myaetnainetwork.com).

*Note: This link is located on the SBO website.*

2) Enter the **Provider Category** (i.e., Primary Care Physician (PCP)), **Doctor's name or Facility** in the "Search for" box\* or choose from Provider Types, Conditions or Procedures under "Common Searches".

Aetna members, [sign in](#) to Secure DocFind to get personalized results based on your plan.

## Directory of health care professionals for State of Delaware Employees

Aetna is there for you!

Welcome to the online provider directory designed specifically for you, the State of Delaware employees and members. This site provides easy access to lists of Aetna participating medical providers for the plan offered by the State of Delaware.

If you have any questions on the plan you are eligible for or coverage information, you may also contact your Aetna customer service teams at the numbers below.

Aetna Medical Customer Service: 1-877-54 Aetna

[Click here](#) to learn more about the Aetna Programs

If you have an Out of Area Dependent, please contact customer service for assistance.

Find a Doctor or Facility

Search for  in

### Common Searches

#### PROVIDER TYPES

[Healthcare Professionals](#)  
[Doctors \(Primary Care\)](#)  
[Pediatrics](#)  
[Medical Specialist](#)  
[Medical Therapists](#)  
[Natural Therapy Professionals](#)  
[All Medical Professionals](#)  
[Vision routine eyewear and exam](#)  
**Behavioral Health**  
[Behavioral Health Professionals](#)  
[Behavioral Health Televideo](#)  
[Mental Health Facilities](#)  
[Substance Abuse Facilities](#)  
[Residential Treatment Facilities](#)  
**Hospitals and Facilities**  
[Walk-In Clinics](#)  
[Urgent Care Centers](#)  
[Laboratory and Diagnostic Centers](#)

#### CONDITIONS

[Acid Reflux](#)  
[Acne](#)  
[Addiction](#)  
[Alcohol abuse](#)  
[Allergy Symptoms](#)  
[Alzheimer's Disease](#)  
[Angina](#)  
[Anxiety or Panic Disorder](#)  
[Arthritis](#)  
[Asthma](#)  
[Attention Deficit Disorder](#)  
[Autism Spectrum Disorders](#)  
[More](#)

[Find a Flu Shot](#)  
[Allergy Shots](#)  
[Artificial Insemination](#)  
[Back Care](#)  
[Bariatric Surgery](#)  
[Behavioral Therapy](#)  
[Biofeedback](#)  
[Biopsy](#)  
[Bone Density Scan](#)  
[Breast Care](#)  
[Cardiac Catheterization](#)  
[Cardiac Angioplasty](#)  
[Cardiac Stents](#)  
[Carpal Tunnel Release](#)  
[Colonoscopy](#)  
[Coronary Artery Bypass Graft](#)  
[CT Scan](#)  
[Cystoscopy](#)

Enter the Provider Category or Doctor's Name

\*Note:

- Always choose from the recommended terms from the drop down box to locate participating providers. DocFind will focus your search on that term to provide the most accurate response.
- When searching by the Doctor's name, select the appropriate location from the drop down box. If no location is selected, all doctors with that name will display.

### 3) Enter the **Zip code** or **City, State** of the doctor/facility you are searching for.

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**Search Tips & FAQs**

**[Get info on Patient Safety and Quality](#)**

**[Plan for your Health](#)**

**[State Health Benefits Link](#)**

**[Your Aetna website](#)**

**[Alternatives to ER for non-emergency services](#)**

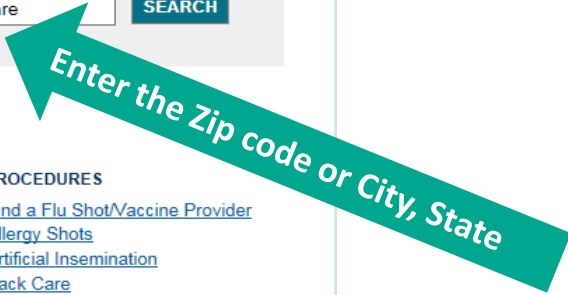
**[Find a Flu Shot Provider](#)**

Find a Doctor or Facility

Search for  in

### Common Searches

<b>PROVIDER TYPES</b>	<b>CONDITIONS</b>	<b>PROCEDURES</b>
<a href="#">Healthcare Professionals</a>	<a href="#">Acid Reflux</a>	<a href="#">Find a Flu Shot/Vaccine Provider</a>
<a href="#">Doctors (Primary Care)</a>	<a href="#">Acne</a>	<a href="#">Allergy Shots</a>
<a href="#">Pediatrics</a>	<a href="#">Addiction</a>	<a href="#">Artificial Insemination</a>
<a href="#">Medical Specialist</a>	<a href="#">Alcohol abuse</a>	<a href="#">Back Care</a>
<a href="#">Medical Therapists</a>	<a href="#">Allergy Symptoms</a>	<a href="#">Bariatric Surgery</a>
<a href="#">Natural Therapy Professionals</a>	<a href="#">Alzheimer's Disease</a>	<a href="#">Behavioral Therapy</a>
<a href="#">All Medical Professionals</a>	<a href="#">Angina</a>	<a href="#">Biofeedback</a>
<a href="#">Vision routine eyewear and exam</a>	<a href="#">Anxiety or Panic Disorder</a>	<a href="#">Biopsy</a>
<b>Behavioral Health</b>	<a href="#">Arthritis</a>	<a href="#">Bone Density Scan</a>
<a href="#">Behavioral Health Professionals</a>	<a href="#">Asthma</a>	<a href="#">Breast Care</a>
<a href="#">Behavioral Health Televideo</a>	<a href="#">Attention Deficit Disorder</a>	<a href="#">Cardiac Catheterization</a>
<a href="#">Mental Health Facilities</a>	<a href="#">Autism Spectrum Disorders</a>	<a href="#">Cardiac Angioplasty</a>
<a href="#">Substance Abuse Facilities</a>	<a href="#">+ More</a>	<a href="#">Cardiac Stents</a>
<a href="#">Residential Treatment Facilities</a>		<a href="#">Carpal Tunnel Release</a>
<b>Hospitals and Facilities</b>		<a href="#">Colonoscopy</a>
<a href="#">Walk-In Clinics</a>		<a href="#">Coronary Artery Bypass Graft</a>
<a href="#">Urgent Care Centers</a>		<a href="#">CT Scan</a>
<a href="#">Lab and Diagnostic Centers</a>		<a href="#">Cystoscopy</a>





#### 4) Select your plan (HMO or Aetna CDH Gold Plan) and click Continue.

The screenshot shows the Aetna provider directory website for Delaware employees. A modal dialog box is open in the center, titled "First, choose an Aetna plan to find providers that accept it". The dialog contains a dropdown menu labeled "Select a Plan:" with three options: "Select", "Medical Plans", and "Aetna CDH Gold Plan". A "Continue" button with a right-pointing arrow is located at the bottom right of the dialog. Two teal callout arrows point to the dialog: one points to the "Medical Plans" option with the text "Select Plan Type", and the other points to the "Continue" button with the text "Click Continue".

Aetna members, [sign in](#) to Secure DocFind to get personalized results based on your plan.

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**First, choose an Aetna plan to find providers that accept it**

You could end up paying a lot more if you use a provider that does not accept your plan or does not provide the highest level of coverage under your plan. We advise calling all doctors before you see them to find out if they accept your plan.

Select a Plan: **Select**  
Medical Plans  
HMO  
Aetna CDH Gold Plan

**Continue** →

**Select Plan Type**

**Click Continue**

[Search Tips & FAQs](#)  
[Get info on Patient Safety and Quality](#)  
[Plan for your Health](#)  
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[Cardiac Angioplasty](#)  
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[Carpal Tunnel Release](#)  
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[Coronary Artery Bypass Graft](#)  
[CT Scan](#)

[Find a Flu Shot/Vaccine Provider](#)  
[Flu Shots](#)

**SEARCH**

## 5) View your search results.

**Note:** For the Aetna HMO Plan, the **Primary Office #** found in DocFind under your chosen provider is the Primary Care Provider's/Physician's ID Number. **Primary Office # will not display for provider locations that are located at hospitals or urgent care facilities.**

**START A NEW SEARCH**  
[Docfind Home](#)  
[Search Tips & FAQs](#)  
[Get info on Patient Safety and Quality](#)  
[Statewide Benefits Office](#)  
[Your Aetna website](#)  
[Alternatives to ER for non-emergency services](#)  
[Find a Flu Shot Provider](#)

**Narrow your results**

Distance:

Select:

- Language
- Gender
- Hospital affiliation (admitting privileges)
- Accepting new patients/Office details
- Plan information
- Specialized training & programs
- Group affiliations

Type of doctor or facility

**Keep Your Costs Down**  
You will pay more if you choose an out-of-network doctor. [Learn More](#)

**Other Important Information**

Find a Doctor or Facility

Search for  in

[See Important Notice About Participating Providers below](#)

Selected Plan: HMO [Change](#)

Results: 1-25 | [26-50](#) | [51-75](#) | [76-100](#) | [101-125](#) | [126-150](#) | [151-175](#) | [176-200](#) | [201-225](#) | [226-250](#) | [251-275](#) | [>>](#)

Sort By

[Show map](#) [Print this page](#) [Report Incorrect Information](#)

Distance	Name	Plan Information	Other
0.68mi	<a href="#">Durand, Vanessa Nicollette, DO</a> <b>Primary Office:</b> 078635 404 Fox Hunt Drive, Bear, DE 19701 Phone: (302) 836-2864 <b>Specialties:</b> Pediatrics	<input checked="" type="checkbox"/> In network <a href="#">See Accepted Plans</a>	<input type="checkbox"/> <a href="#">0 rating(s)</a>
0.68mi	<a href="#">Karmilovich, Beth A., DO</a> <b>Primary Office:</b> 078635 404 Fox Hunt Drive, Bear, DE 19701 Phone: (302) 836-2864 <b>Specialties:</b> Pediatrics	<input checked="" type="checkbox"/> In network <a href="#">See Accepted Plans</a>	<input type="checkbox"/> <a href="#">6 rating(s)</a>

You have the option to narrow your search

PCP ID

Provider is in Aetna's network

6) Select the Doctor's name to access Contact Information, Office Detail, Education, Plan & Network Information, Hospital Affiliations and Provider Reviews/Ratings.

**Narrow your results** Show map Print this page Report Incorrect Information

Distance:

Select:

- Language
- Gender
- Hospital affiliation (admitting privileges)
- Accepting new patients
- Insurance information
- Specialized training & programs
- Group affiliations

Type of doctor or facility

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**Other Important Information**

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*Click on the Doctor's name*

7) Select **Office Detail** to see if the Doctor is accepting new patients. Be sure to call the provider's office to confirm.

[START A NEW SEARCH](#)

[Docfind Home](#)

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[Statewide Benefits Office](#)

[Your Aetna website](#)

[Alternatives to ER for non-emergency services](#)

[Find a Flu Shot Provider](#)

**Keep Your Costs Down**

You will pay more if you choose an out-of-network doctor. [Learn More](#)

**+ Other Important Information**


**Durand, Vanessa Nicollette, DO**

404 Fox Hunt Drive, Bear, DE 19701-2538

Phone: (302) 836-2864

★★★★★ [0 rating\(s\)](#) | [View more or add a review](#)

**Selected Plan:** HMO

 In network

[Show all hospitals](#) this doctor works with.


[Open All](#) | [Close All](#)

+ **Contact Information**

- **Office Detail**

**Primary Office #**  
078635

**Gender:**  
Female

**Group Name:**  
 In network. Accepts plan through [Westside Family Healthcare Inc - \(Pediatrics\)](#)

**Additional Languages Spoken:** Spanish, French

*Accepting New Patients - Please call provider's office to confirm.*

**Provider Role:**  
PCP

**Specialty(ies):**  
Pediatrics

**Electronic Communication Capabilities:**  
[Share your health history now](#)

+ **Education**

+ **Plan & Network Information**

+ **Hospital Affiliations**

+ **Provider Reviews/Ratings**

**Check to see if the provider is Accepting New Patients**