

The background of the slide is a photograph of the Delaware State Capitol building in Dover. The building is a large, multi-story structure with a prominent central dome and classical architectural features like columns and arches. An American flag flies on a tall pole to the left of the building. In the foreground, there are green trees and bushes with white and yellow flowers. The sky is clear and blue.

**Step-by-Step Provider Search
Instructions:
Find a COE - Institute of Quality (IOQ)
Orthopedic and Spine provider**

State of Delaware

- 1) Visit Aetna's provider search website (www.myaetnainetwork.com). Note: This link is located on the SBO website.
- 2) Enter your home location using a zip code, city, county, or state and set your preferred distance using the slider. Then click **Search**.



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.

Please note that in addition to Quest Diagnostics, LabCorp is an in-network, participating provider for Lab services for State of Delaware members effective January 1, 2018.

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.

Already a member?

Not registered with Aetna yet?

Why Register?

You will be able to find all your coverage information online when you need it.

Searching as:

You Can:

- ✓ Get results for your plan
- ✓ View cost estimates
- ✓ Select a primary care doctor

Enter your home location (zip, city, county or state)

Set the distance using the slider

Continue as a guest

Please enter your **home** location (zip, city, county or state) to access providers specific to your plan benefits.

Enter location here

Traveling? You can change your location after you select your plan

Look within



Click Search

Search

3) Select your plan (**HMO** or **Aetna CDH Gold Plan**) and click **Continue**.

Select a Plan to find providers in 19901 (Dover, DE) [Change location »](#)

If you are an Aetna member, you may find your plan name on your member [ID Card](#) or in your [Enrollment Documents](#)

[Continue](#)

Why is choosing a plan so important?

- Pay less if you use a provider that accepts the plan
- Find the highest level of coverage from a provider under the plan
- Confirm doctors are accepting the plan

Select a Plan

Enter plan name to narrow list below, e.g. [Managed Choice](#)

Medical Plans ⊞

- HMO
- Aetna CDH Gold Plan

[Continue](#)

Select your plan type →

→ **Click Continue**

- 4) Enter the **Provider Category** (i.e., Orthopedic Surgeon or Spine Surgery), in the search box or choose Institutes of Quality/Institutes of Excellence in the category section listed under the search box.

Already a member? [Login to secure site](#) Searching by: HMO | [Change Plan](#)

What do you want to search for near 19901 (Dover, DE)? [change location »](#)

Search: orthopedic surgeon

Choose a result below to finish your search

Specialists & Specialty Types

Orthopedic Surgeon

Can't find what you're looking for?

- Check your spelling
- Increase your search radius, or change your location above (under "Location")
- We only show providers who participate with our plans
- Search term isn't available. Change your term or search by category below

Medical Doctors Specialists > Alternative Medicine >

Primary care physicians (PCPs), pediatricians, cardiologists, OB/GYNs, others

Hospitals, urgent care centers, walk-in clinics, physical therapy centers, others

Counseling, EAP, mental health facilities, substance abuse treatment, psychiatrists, others

Walk-in clinics, urgent care centers, emergency rooms

Chiropractors, acupuncturist, massage therapists, dieticians, others

***Note:**

- Always choose from the recommended terms from the drop down box to locate participating providers. The online directory 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.

5) Click **Filter & Sort** and then **Certifications, Specialized Training & Programs**.

In network search results for Orthopedic Surgeon near Dover, Delaware
See Important Notice About Participating Providers [below](#)

In Network List View Map View Filter & Sort Print

Sort By: Distance: Nearest to Farthest

Filter By:

- Languages
- Gender
- Hospital Affiliations
- Office Detail
- Plan Information
- Certifications, Specialized Training & Programs**
- Provider Type

Clear All Filters Filter Results

Click Filter & Sort

Certification, Specialized Training & Programs

The screenshot shows a web interface for searching providers. At the top, it indicates the search is for an Orthopedic Surgeon near Dover, Delaware. Below this, there are view options: 'In Network', 'List View', and 'Map View'. To the right of these are 'Filter & Sort' and 'Print' buttons. A teal arrow points to the 'Filter & Sort' button with the text 'Click Filter & Sort'. Below the view options is a 'Sort By' dropdown menu currently set to 'Distance: Nearest to Farthest'. On the left side, there is a 'Filter By' section with a list of filter categories: Languages, Gender, Hospital Affiliations, Office Detail, Plan Information, Certifications, Specialized Training & Programs, and Provider Type. A teal arrow points to the 'Certifications, Specialized Training & Programs' category with the text 'Certification, Specialized Training & Programs'. To the right of the filter categories are two buttons: 'Clear All Filters' and 'Filter Results'.

6) Check the boxes for the **IOQ affiliation** you are searching for.

In Network List View Map View Filter & Sort Print

Sort By: Distance: Nearest to Farthest

Filter By: See all Certifications, Specialized Training & Programs

Languages

Gender

Hospital Affiliations

Plan Information

Provider Type

Affiliated with Spine/Orthopedic - Institutes of Quality® (IOQ) (3)

Affiliated with Total Joint Replacement/Orthopedic - Institutes of Quality® (IOQ)(3)

Clear All | Check All

Clear All Filters Filter Results

Click on the IOQ affiliation

Click Filter Results

7) Click on **Affiliated with an Aetna Orthopedic IOQ.**

In Network List View Map View Filter & Sort Print

Provider/Facility Information	Distance	Plan Information	Ratings
<p>Handling, Matthew A., MD »</p> <p> In Network</p> <p> 737 South Queen Street Suite 2 Dover, DE 19904</p> <p> (302) 672-5111</p> <p>Specialties: Sur...</p> <p><input type="checkbox"/> Add to compare</p> <p>Report Incorrect Information »</p>	1.90 miles	<p> Aexcel</p> <p>Affiliated with an Aetna Orthopedic IOQ - Spine</p> <p>Affiliated with an Aetna Orthopedic IOQ - Total Joint Replacement</p> <p>See Accepted Plans</p>	<p>★☆☆☆☆</p> <p>1 rating(s) »</p>
<p>Rubano, James J., MD »</p> <p> In Network</p> <p> 200 Banning Street Suite 230 Dover, DE 19904</p> <p>Specialties: Sur...</p>	2.11 miles	<p> Aexcel</p> <p>Affiliated with an Aetna Orthopedic IOQ - Spine</p> <p>Affiliated with an Aetna Orthopedic IOQ - Total Joint Replacement</p>	<p>★☆☆☆☆</p> <p>1 rating(s) »</p>

Click on Affiliated with an Aetna Orthopedic IOQ

8) Click on **Member Materials**

Institutes of Quality® Orthopedic Care Facilities

The facilities in Aetna's Institutes of Quality (IOQ) Orthopedic Care Network have met our quality requirements. These facilities perform many procedures and have shown clear clinical results. These standards provide value and quality to our members. Member materials can be found [here](#).



Click here

Aetna IOQ Orthopedic Care Facilities provide a full range of orthopedic care services. These include:

- Total knee replacement surgery
- Total hip replacement surgery
- Spine surgery

We worked with experts and professional groups to create our quality network requirements. You can find these requirements on the web at: [Aetna Institutes](#).

You may need preauthorization (approval) for services to be covered.

Find a facility in your state by using the online provider search. Designated IOQ Orthopedic Care Facilities will be labeled in the plan information column. Some states do not have designated IOQ Orthopedic Care Facilities. Check your benefits plan for options.

Treatment results may be different for each person.

9) Click on **IOQ Orthopedic Care Facilities**

Quality care made simple

Bariatric, cardiology and orthopedic treatment can be filled with complex decisions. Choosing a health care facility for an upcoming procedure doesn't have to be one of them. The Aetna Institutes of Quality® (IOQ) network was developed to help you and your doctor simplify your selection.

Let us show you how to get the quality and value you deserve, so you can get back to your everyday life.

Bariatric Surgery Facilities

What to consider when choosing a facility for weight loss surgery >

Cardiac Care Facilities

Learn about finding a facility for heart and vascular treatment >

Orthopedic Care Facilities

How to choose a facility for your inpatient or outpatient care >



In this section

[IOQ Bariatric Surgery Facilities >](#)

[IOQ Cardiac Care Facilities >](#)

[IOQ Orthopedic Care Facilities >](#)

Click here

10) Click on **Institutes of Quality Facility Listing**.

[View program criteria for Aetna Institutes Programs >](#)

[↓ Ortho IOQ Facility Listing](#)

[Find IOQs and specialists with privileges >](#)

Click here to view the IOQ Facility Listing

Exceptional care leads to better results

Joint rehabilitation. Replacement procedures. Broken bones. Chronic pain. We understand. We help members like you every day. We know the value of comprehensive orthopedic treatment centers that can provide both inpatient and outpatient procedures — and can perform them well.

