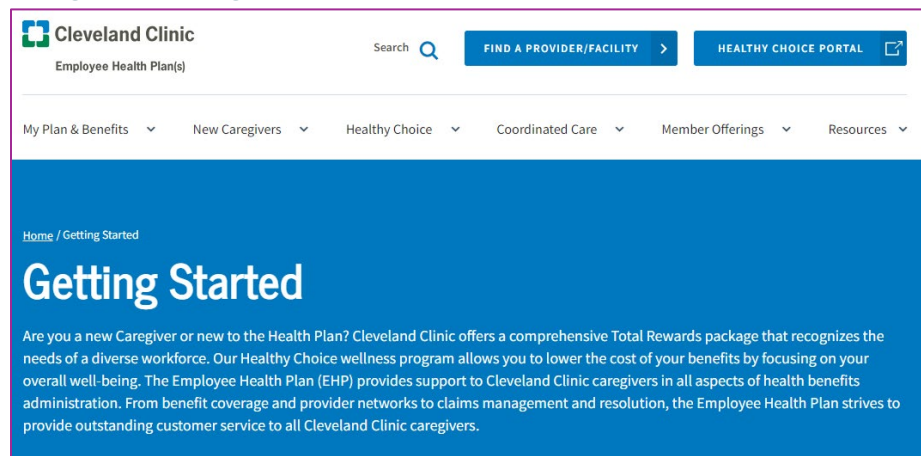


**Scope:** The purpose of this job aid is to assist you using the provider search available for both the EHP and EHP Plus plans. If, after reviewing this job aid you still need assistance, please contact the Aetna Concierge Unit at 1.833.414.2331.

**Start:** To locate the provider search link by plan, navigate to the Employee Health Plan website New Caregiver [Getting Started](#) page located at: <https://employeehealthplan.clevelandclinic.org/Home/New-Caregivers/Getting-Started>



1. Plan specific links are in the middle of the page under “**View Your Plan Specific Providers**”.

**View Your Plan Specific Providers**

As you evaluate the plan offerings, you can access these provider search tools designed specifically for each plan offering. You'll want to confirm your medical providers are participating in the specific plan offering you choose. For assistance in navigating the provider search tool, take a look at the Aetna [tutorial video](#) prior to starting your search for answers to many common questions. Then, access the links below and continue as a guest once you arrive at the search site.

Having trouble finding your provider? Contact the Employee Health Plan for assistance at 216.986.1050 or 888.246.6648, option 1.

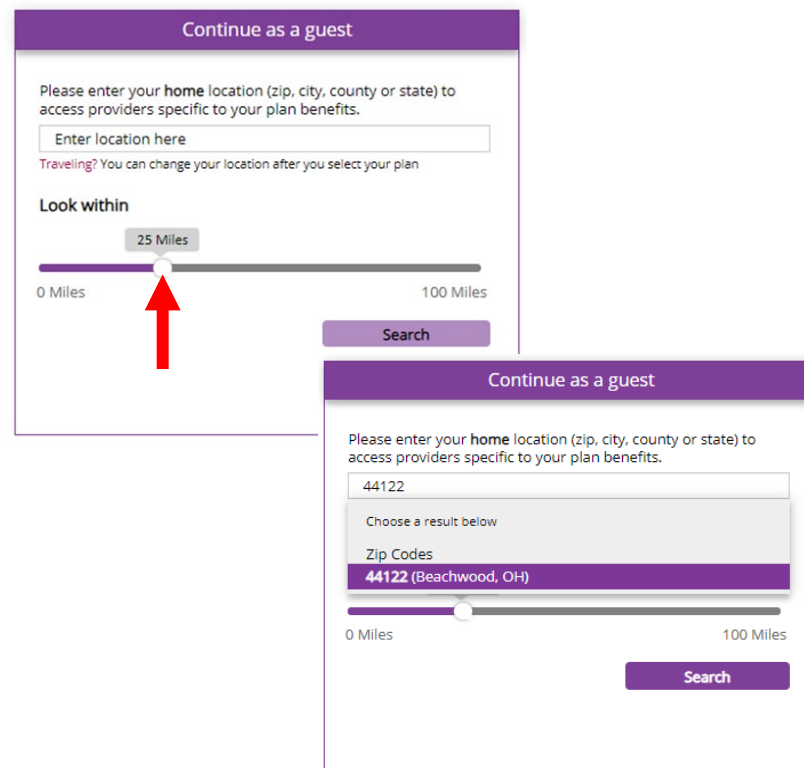
- [EHP](#) provider search
- [EHP Plus](#) provider search
- [Main Campus Residents & Fellows and Weston Residents & Fellows](#) provider search
- [Martin Hospital Under 65 Retirees](#) provider search

Select the plan you are searching within. **Note:** You will be re-directed to Aetna’s site to complete a search.

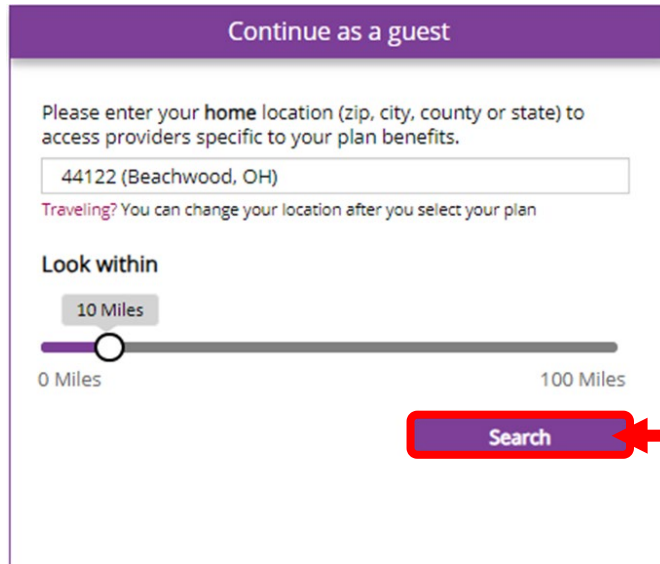
You are not required to register with Aetna to do a search, but if you are an EHP member, registration is recommended to easily access your benefits.

Instructions on how to register can be found on the EHP website at: <https://employeehealthplan.clevelandclinic.org/getmedia/ea456476-8f52-403b-9889-8fe026d68763/How-to-register-for-Aetna-Health-Member-Website-v2.pdf>

2. **EHP Plan Provider Search:** After selecting EHP on the EHP website, start a search as a **Guest**. Enter either a zip code, address or state in the search bar under “**Continue as a guest**”. Next, move the “**Look within**” scroll bar to the appropriate number of miles from the entered zip code.



- If a state is entered, the mileage scroll bar is disabled. Click on the **Search** button.



Continue as a guest

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

44122 (Beachwood, OH)

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

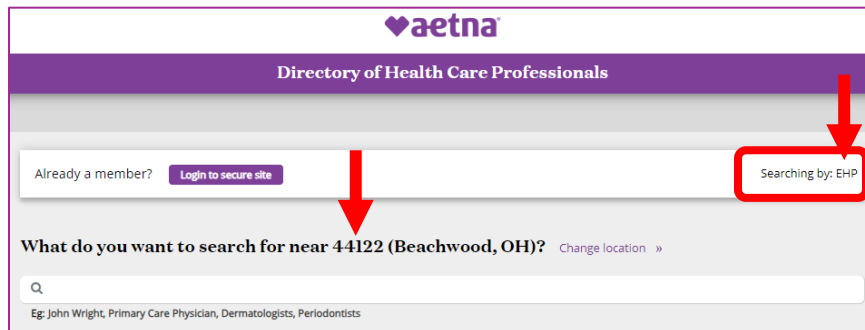
Look within


10 Miles

0 Miles 100 Miles

Search

- The next screen will confirm the **plan** and **location** you are searching within.





Directory of Health Care Professionals

Already a member? [Login to secure site](#)

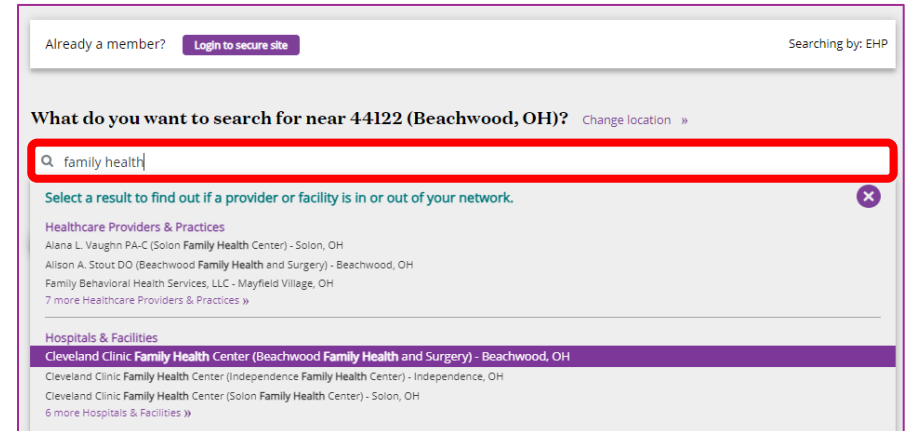
Searching by: EHP

What do you want to search for near 44122 (Beachwood, OH)? [Change location »](#)

Q

Eg: John Wright, Primary Care Physician, Dermatologists, Periodontists

- In the search bar, enter a **provider name, practice or specialty**. When you enter text, options will populate and, in some cases, a link to additional options.



Already a member? [Login to secure site](#) Searching by: EHP

What do you want to search for near 44122 (Beachwood, OH)? [Change location »](#)

family health

Select a result to find out if a provider or facility is in or out of your network.

Healthcare Providers & Practices

Alana L. Vaughn PA-C (Solon Family Health Center) - Solon, OH

Alison A. Stout DO (Beachwood Family Health and Surgery) - Beachwood, OH

Family Behavioral Health Services, LLC - Mayfield Village, OH

[7 more Healthcare Providers & Practices »](#)

Hospitals & Facilities

**Cleveland Clinic Family Health Center (Beachwood Family Health and Surgery) - Beachwood, OH**

Cleveland Clinic Family Health Center (Independence Family Health Center) - Independence, OH









Cleveland Clinic Family Health Center (Solon Family Health Center) - Solon, OH

[6 more Hospitals & Facilities »](#)










- Click on one of the options. A list of providers and/or facilities will populate depending on the option selected.
- Results display Provider/Facility Information such as
  - address,
  - specialties,
  - distance from entered zip code and
  - network status.

See examples on next page.

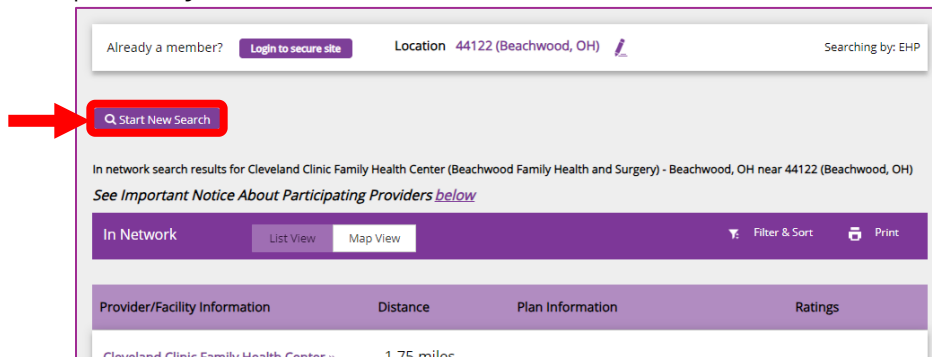
Example if Vaughn, Alana is selected:

In Network <span>List View</span> <span>Map View</span> <span>Filter &amp; Sort</span> <span>Print</span>			
Provider/Facility Information	Distance	Plan Information	Ratings
<p>Vaughn, Alana L., PA-C »</p> <p> In Network <b>4.</b></p> <p>Provider ID #: 6570848</p> <p> 13944 Euclid Avenue East Cleveland, OH 44112</p> <p> (216) 444-2273</p> <p>Specialties: Physician Assistant</p> <p><input type="checkbox"/> Add to compare</p> <p><a href="#">Report Incorrect Information »</a></p>	<b>3.</b> 5.03 miles	This provider has a specialty focus of Family Practice	☆☆☆☆☆ 0 rating(s) »
<p>Vaughn, Alana L., PA-C »</p> <p> In Network</p> <p>Provider ID #: 6570848</p> <p> Solon Family Health Center 29800 Bainbridge Road Solon, OH 44139</p> <p> (216) 444-2273</p> <p>Specialties: Physician Assistant</p> <p><input type="checkbox"/> Add to compare</p> <p><a href="#">Report Incorrect Information »</a></p>	5.71 miles	This provider has a specialty focus of Family Practice	☆☆☆☆☆ 0 rating(s) »
<p>Vaughn, Alana L., PA-C »</p> <p> In Network</p> <p>Provider ID #: 6570848</p> <p> 9500 Euclid Avenue Cleveland, OH 44195</p>	5.91 miles	This provider has a specialty focus of Family Practice	☆☆☆☆☆ 0 rating(s) »

Example if Family Health Centers is selected:

In Network <span>List View</span> <span>Map View</span> <span>Filter &amp; Sort</span> <span>Print</span>			
Provider/Facility Information	Distance	Plan Information	Ratings
<p>Cleveland Clinic Family Health Center »</p> <p> In Network <b>4.</b></p> <p> Beachwood Family Health and Surgery 26900 Cedar Road Beachwood, OH 44122</p> <p> (216) 839-3900</p> <p>Specialties: Acute Short Term Hospital</p> <p><input type="checkbox"/> Add to compare</p> <p><a href="#">Report Incorrect Information »</a></p>	<b>3.</b> 1.75 miles		
<p>Cleveland Clinic Family Health Center »</p> <p> In Network</p> <p> Solon Family Health Center 29800 Bainbridge Road Solon, OH 44139</p> <p> (440) 519-6800</p> <p>Specialties: Acute Short Term Hospital</p> <p><input type="checkbox"/> Add to compare</p> <p><a href="#">Report Incorrect Information »</a></p>	5.71 miles		
<p>Cleveland Clinic Family Health Center »</p> <p> In Network</p> <p> Chagrin Falls Family Health Center 551 East Washington Street Chagrin Falls, OH 44022</p> <p> (440) 893-9393</p>	8.17 miles		

8. If you would like to start a new search, click the **Start New Search** button. Starting a new search here will keep the parameters previously set on the first screen.



Already a member? [Login to secure site](#) Location 44122 (Beachwood, OH) Searching by: EHP

**Start New Search**

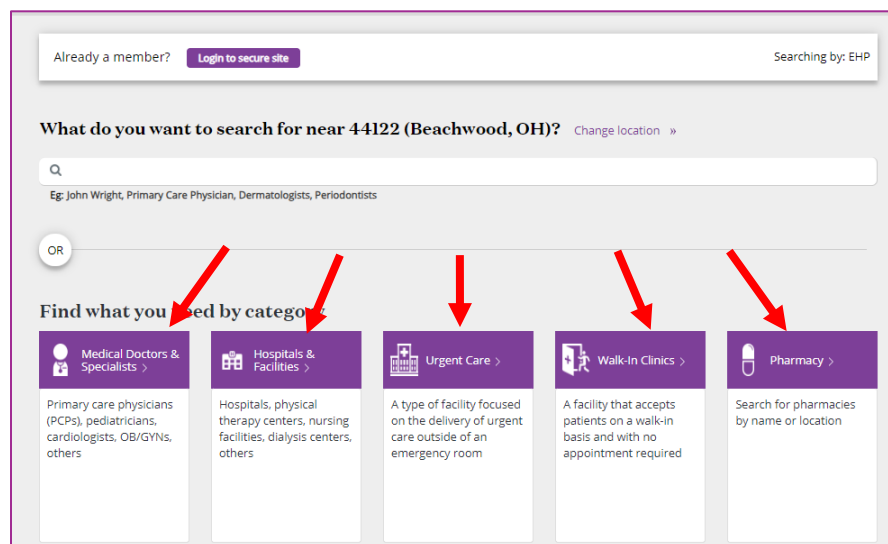
In network search results for Cleveland Clinic Family Health Center (Beachwood Family Health and Surgery) - Beachwood, OH near 44122 (Beachwood, OH)

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

In Network List View Map View Filter & Sort Print

Provider/Facility Information	Distance	Plan Information	Ratings
Cleveland Clinic Family Health Center »	1.75 miles		

9. **Tiles** are also available to search for providers, specialists or facilities.



Already a member? [Login to secure site](#) Searching by: EHP

What do you want to search for near 44122 (Beachwood, OH)? [Change location](#)

Q

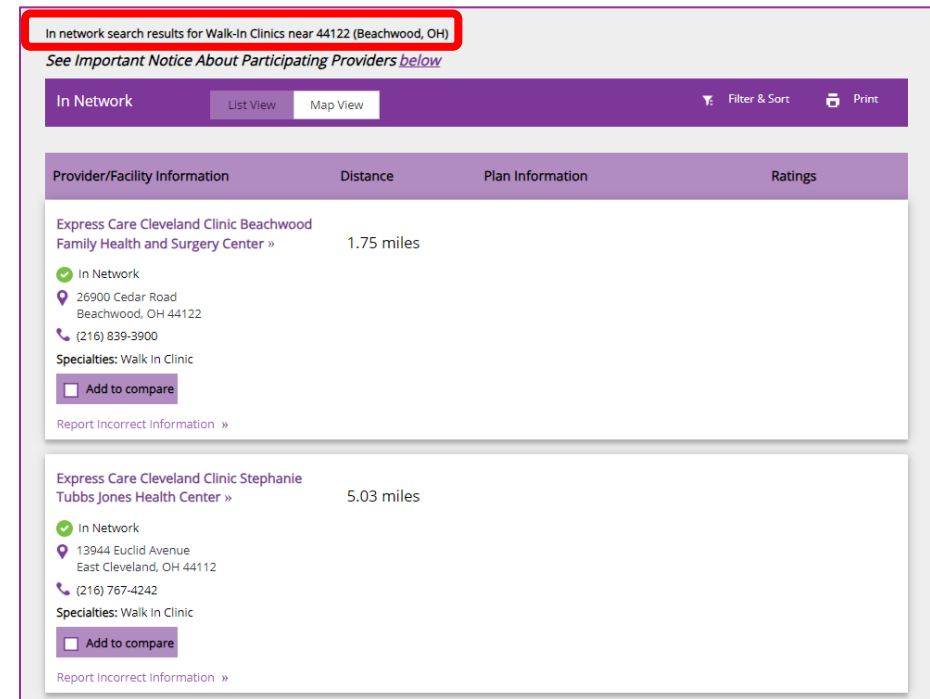
Eg: John Wright, Primary Care Physician, Dermatologists, Periodontists

OR

Find what you need by category

- Medical Doctors & Specialists** > Primary care physicians (PCPs), pediatricians, cardiologists, OB/GYNs, others
- Hospitals & Facilities** > Hospitals, physical therapy centers, nursing facilities, dialysis centers, others
- Urgent Care** > A type of facility focused on the delivery of urgent care outside of an emergency room
- Walk-In Clinics** > A facility that accepts patients on a walk-in basis and with no appointment required
- Pharmacy** > Search for pharmacies by name or location

10. Click on **Walk-In Clinics**. Results will appear for Walk-in Clinics 10 miles from Beachwood, Ohio.



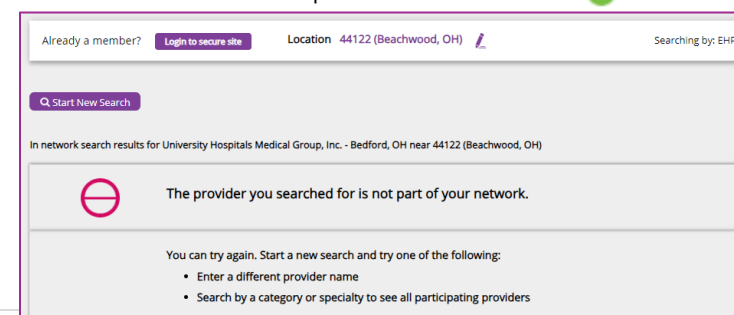
In network search results for Walk-In Clinics near 44122 (Beachwood, OH)

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

In Network List View Map View Filter & Sort Print

Provider/Facility Information	Distance	Plan Information	Ratings
Express Care Cleveland Clinic Beachwood Family Health and Surgery Center »	1.75 miles		
In Network 26900 Cedar Road Beachwood, OH 44122 (216) 839-3900 Specialties: Walk In Clinic <input type="checkbox"/> Add to compare <a href="#">Report Incorrect Information</a>			
Express Care Cleveland Clinic Stephanie Tubbs Jones Health Center »	5.03 miles		
In Network 13944 Euclid Avenue East Cleveland, OH 44112 (216) 767-4242 Specialties: Walk In Clinic <input type="checkbox"/> Add to compare <a href="#">Report Incorrect Information</a>			


11. If a provider is **out of network**, the result below will appear. Always be sure to check the plan type and look for the **In Network green checkmark** for covered providers/facilities.



Already a member? [Login to secure site](#) Location 44122 (Beachwood, OH) Searching by: EHP

**Start New Search**

In network search results for University Hospitals Medical Group, Inc. - Bedford, OH near 44122 (Beachwood, OH)

 The provider you searched for is not part of your network.

You can try again. Start a new search and try one of the following:

- Enter a different provider name
- Search by a category or specialty to see all participating providers

12. Follow these same steps when searching other plans/networks. If you would like to search by a different plan, remember to go back to the [EHP website](#) and [select the appropriate plan](#). It is important, when considering your health plan, that the providers you want to seek care with, are in network. **Neither the EHP nor EHP Plus plan have coverage outside of the network.**

#### View Your Plan Specific Providers


As you evaluate the plan offerings, you can access these provider search tools designed specifically for each plan offering. You'll want to confirm your medical providers are participating in the specific plan offering you choose. For assistance in navigating the provider search tool, take a look at the Aetna [tutorial video](#) prior to starting your search for answers to many common questions. Then, access the links below and continue as a guest once you arrive at the search site.

Having trouble finding your provider? Contact the Employee Health Plan for assistance at 216.986.1050 or 888.246.6648, option 1.

- [EHP](#) provider search
- [EHP Plus](#) provider search
- [Main Campus Residents & Fellows and Weston Residents & Fellows](#) provider search
- [Martin Hospital Under 65 Retirees](#) provider search

Process is now complete.


**Important to Note:** Always be sure to check the **plan type** and look for the **In Network green checkmark** for covered providers/facilities.


Already a member? [Login to secure site](#) Location 44122 (Beachwood, OH)  Searching by: EHP

#### Provider/Facility Information

Express Care Cleveland Clinic Beachwood  
Family Health and Surgery Center »

 In Network

 26900 Cedar Road  
Beachwood, OH 44122

 (216) 839-3900

Specialties: Walk In Clinic