



Dear Miami-Dade County Employees and Families,

As we prepare for the upcoming transition to Aetna, we want to make sure you have the tools and support needed to navigate your health benefits with confidence. Whether you're looking for your current doctor, exploring pharmacy options, or managing ongoing care, we are here to help make the process smooth and tailored to your needs.

Making sure your doctor is in-network is important as you explore plan options prior to Open Enrollment which begins October 20, 2025. We want to make it easy for you to check if your current provider is within the Aetna network. If they are not listed, you can nominate them, so we can invite them to join our family.

Instructions For Finding Your Doctor

Visit www.aetna.com to check if your doctor is in-network **now**. Search or look-up a provider, as a guest using your current plan name:

- **Select Advantage or HMO Advantage** → Aetna SelectSM (Open Access)
- **POS Advantage** → Aetna Choice[®] POS II (Open Access)
- **First Choice Advantage/Jackson First HMO** → Jackson Health System & University of Miami network

If your doctor isn't listed in our directory, email us at [**NominateYourMDCProvider@aetna.com**](mailto:NominateYourMDCProvider@aetna.com) with their details. We will reach out and begin the process of recruiting them into the network.

You can also call us at **1-833-704-0009**, to search the directory or nominate your doctor.

Transition of Care (TOC)

If you're in active treatment with a provider who is not in our network, you may qualify for TOC coverage. We will work with you and your health care provider to ensure continuity of care. It is important to contact us immediately. We want your transition of care to be as smooth as possible. To get started on your TOC plan, call us at **1-833-704-0009**.

Pharmacy Access

Aetna has over 66,000 pharmacies nationwide and we have a special relationship with CVS allowing us to offer access to Minute Clinic. You may continue to use your preferred pharmacy, including but not limited to:

- Publix
- Walgreens
- Walmart
- Costco
- CVS

We Are Here For You

We are excited to support your health journey. Be on the lookout for information on Open Enrollment which begins October 20 through November 3.

Healthier happens together,

The Aetna Team