# PROVIDER DIRECTORY WEB SEARCH TIPS

## 1. Overall Provider Search

- To locate a Primary Care Physician, Specialty Physician, Hospital, Skilled Nursing Facility, Pharmacy, or Other Healthcare Providers, click on the link "Find Provider and Pharmacy" on the left side of the home page

- The below options will appear. Select the one that applies to your particular search.

    - Primary Care Physician
    - Specialty Physician
    - Hospital
    - Skilled Nursing Facility
    - Pharmacy
    - Other Healthcare Providers

- Once you have made your selection, there are two ways to search:

    - Option one is to enter your zip code, select your preferred distance and Plan Type, and then click the "Go" button. (Selecting the '0' mile option will fetch physicians in your zip code)
    - Option two is to select a particular county from the Search by County drop down. You will also need to select your plan type.
    - Plan Type selection is set to 'Medicare'.

- The search will display all results matching with your search criteria. If you would like to see more information about a particular Provider, click on the "Details – View" button on the right. Clicking on this button will show you the following additional information.

    1. Name with professional degree
    2. Address
    3. Directions
    4. Gender
    5. Type of Provider
    6. Degree
    7. Specialties
    8. Phone #
    9. Medical Group Affiliation
    10. Hospital Affiliation
    11. Languages spoken
    12. Board Certified or not
    13. Whether or not the provider accepts new patients
    14. Provider ID

**Last Updated : 9/5/2017**

- Each entity in the search results has a checkbox to the left of their names. You may select up to 3 results at a time (and a minimum of 2 results) and select the "Compare Now" button at the top. This will provide side by side details for each selection.

- At the top of the screen, click "Results" to return to the previous page or "Search" to return to the main search screen.

- At any time you may also click "New Search" on the left side of your screen to return to the main search screen.

- Advanced Search Filters are available specific to your search. Please see below for additional help.

- If you want to obtain the provider information in print, you can contact our member services team by clicking on the 'contact' link provided just above the displayed search results.

- There is also a feature for printing the Results Page. Please click on print page button on top of page.

## 2. Primary Care Physician Advanced Search – Filter Results

- Once you have searched by zip code or county and your search results are displayed, there are filters available on the left side of the screen to narrow down your results. You can select filters such as Language and Hospital Affiliation, and then click "Apply Filters" at the bottom of the screen.

- Filters are available through the below ffields.

  o Specialty Type – Specific specialty type – Family Practice, General Practice, Internal Medicine
  o Physician Gender – If there is a preference for Male or Female
  o Language – To help accommodate particular language requirements
  o Provider / Group Name – To search for a particular Physician by name or the medical group s/he is affiliated with
  o Street Name – To search for available Physicians on a particular street
  o City - To search for available Physicians within a particular city
  o Board Certified – If the Physician is Certified or Not Certified
  o Accepting New Patients – To determine if a particular Physician is accepting new patients
  o Hospital Affiliation – If there is a particular hospital the Physician should be affiliated with

- To clear filters and return to your original search results, click "Reset Filters" located next to the Apply Filters button

**Last Updated : 9/5/2017**

3. **Specialty Physician Advanced Search – Filter Results**

- Once you have searched by zip code or county and your search results are displayed, there are filters available on the left side of the screen to narrow down your results. You can select filters such as Language and Hospital Affiliation, and then click "Apply Filters" at the bottom of the screen.
- Filters are available through the below fields

  - o Specialty Type – Specific specialty type such as Cardiology and Urology
  - o Physician Gender – If there is a preference for Male or Female
  - o Language – To help accommodate particular language requirements
  - o Provider / Group Name – To search for a particular Specialist by name
  - o Street Name – To search for available Specialists on a particular street
  - o City - To search for available Specialists within a particular city
  - o Board Certified – If the Specialist is Certified or Not Certified
  - o Accepting New Patients – To determine if a particular Specialist is accepting new patients
  - o Hospital Affiliation – If there is a particular hospital the Specialist should be affiliated with

- To clear filters and return to your original search results, click "Reset Filters" located next to the Apply Filters button

4. **Hospital Advanced Search – Filter Results**

- Once you have searched by zip code or county and your search results are displayed, there are filters available on the left side of the screen to narrow down your results.

- Filters are available through the below ffields

  - Provider / Group Name – To search for a particular Hospital by Name

  - Street Name – To search for available Hospitals on a particular Street

  - City - To search for available Hospitals within a particular city. You can type in the city name you want to select under this filter option.

  - Accreditation – If the Hospital is accredited with The Joint Commission or Det Norske Veritas etc.,

- To clear filters and return to your original search results, click "Reset Filters" located next to the Apply Filters button

**Last Updated : 9/5/2017**

5. **Skilled Nursing Facility Advanced Search – Filter Results**

   - Once you have searched by zip code or county and your search results are displayed, there are filters available on the left side of the screen to narrow down your results. You can select filters such as Name and City, and then click "Apply Filters" at the bottom of the screen.
   - Filters are available through the below ffields
     - Provider / Group Name – To search for a particular Facility by name o Street Name – To search for available Facilities on a particular street o City - To search for available Facilities within a particular city

   - To clear filters and return to your original search results, click "Reset Filters" located next to the Apply Filters button

6. **Pharmacy Advanced Search – Filter Results**

   - Once you have searched by zip code or county and your search results are displayed, there are filters available on the left side of the screen to narrow down your results. You can select filters such as Pharmacy Type and City, and then click "Apply Filters" at the bottom of the screen.

   - Filters are available through the below fields
     - Specialty Type – Specific specialty type – Chain Pharmacy, Long Term Care Pharmacy, Retail Pharmacy
     - Provider / Group Name – To search for a particular Pharmacy by name o Street Name – To search for available Pharmacies on a particular street o City - To search for available Pharmacies within a particular city
     - Day 90 – If the Pharmacy keeps a 90 day supply available or not

   - To clear filters and return to your original search results, click "Reset Filters" located next to the Apply Filters button

7. **Other Healthcare Providers Advanced Search – Filter Results**

   - Once you have searched by zip code or county and your search results are displayed, there are filters available on the left side of the screen to narrow down your results. You can select filters such as Specialty Type and City, and then click "Apply Filters" at the bottom of the screen.

   - Filters are available through the below fields

     - Specialty Type – Specific specialty type such as Dental Services and Optometry
     - Provider / Group Name – To search for a particular Provider by name

**Last Updated : 9/5/2017**

- Street Name – To search for available Providers on a particular street
- City - To search for available Providers within a particular city

- To clear filters and return to your original search results, click "Reset Filters" located next to the Apply Filters button.

**8. The search main page has two additional sections at the bottom of the page as below.**

(a) English / Spanish PDF Directory Download and
(b) Information in Another Language

(a) <u>English / Spanish PDF Directory Download</u>

On clicking this box, you will be taken to a pop-up window where all of the English & Spanish PDFs with hyperlinks are listed. By clicking on the hyperlinks, you will be able to download the printed versions of the Directories.

(b) <u>Information in Another Language</u>

This link will open the document titled "Multi –Language Interpreter Services "