Appendix A
How to use the online provider directory

Step 1: Select your Provider Type
Providers are grouped into these categories for easier searching:

Primary Care Physicians

Select this button to search for physicians to coordinate your health care. Your Primary Care Physician is responsible for providing covered services and referring you to Specialists as needed.

Specialists

Select this button to search for non-Primary Care Physicians who provide services in a specific field.

Other Medical Professionals

Select this button to search for non-physician healthcare professionals who can provide care for you, including Certified Nurse Midwives, Certified Registered Nurse Practitioners, and Physician Assistants.

Hospitals

Select this button to search for facilities that provide inpatient and outpatient services.

Dentists

Select this button to search for physicians to treat problems with your teeth or who provide care to help prevent problems with your teeth.

Pharmacies

Select this button to search for places where medicinal drugs are sold.

Vision Providers

Select this button to search for healthcare professionals who perform eye exams and supply eyeglasses and/or contact lenses.

Select this button to search for health care services provided by facilities or vendors.

 (Medicare Assured® only)

Select this button to search for physicians, health care professionals and facilities that specialize in the treatment of behavioral health concerns.

Step 2: Select Your Product

Gateway Health Plan offers two products: Medicaid and Medicare Assured®. Select either Medicaid or Medicare from the drop down list

Step 3: Enter your Location

You may enter any address, such as your home, a family member's home or a daycare address, depending on where you're likely to be when leaving for medical appointments.

- Enter a Street Address, City, State and zip code **OR**
- Enter a City and State, **OR**
- Enter a Zip Code, **OR**
- Enter a County

Then select mileage from the Location entered.

Step 4: Additional Search Options

You have the choice to search by healthcare services in a specific field, or Specialty.

You have the choice to search by provider name or group name by entering any part of the name.

You have the choice to search by a provider's phone number by entering

Step 5: Narrow Your Search (Optional)
For <u>Primary Care Physicians</u>, <u>Specialists</u> and <u>Dentists</u> searches <u>only</u>, you may specify other characteristics that are important to you in selecting a physician. These characteristics include whether the physician is **Accepting New Patients** (open to taking new patients into their practice), **Gender** (whether the physician is female or male), **Languages** (whether the physician or any of his/her office staff speaks a language other than English), **Hospital Affiliation** (the facility where a physicians can admit) and/or **Office Location** (the physician's business address)

Click "Continue" to see your search results.