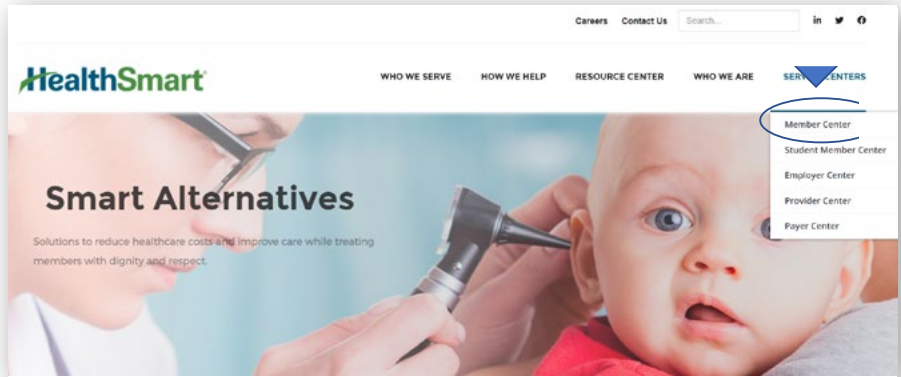


Using the HealthSmart Provider Lookup

Your plan includes access to a HealthSmart network.

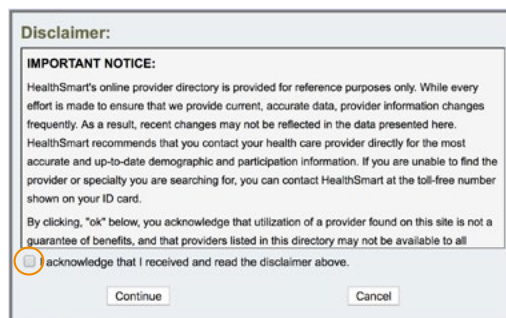
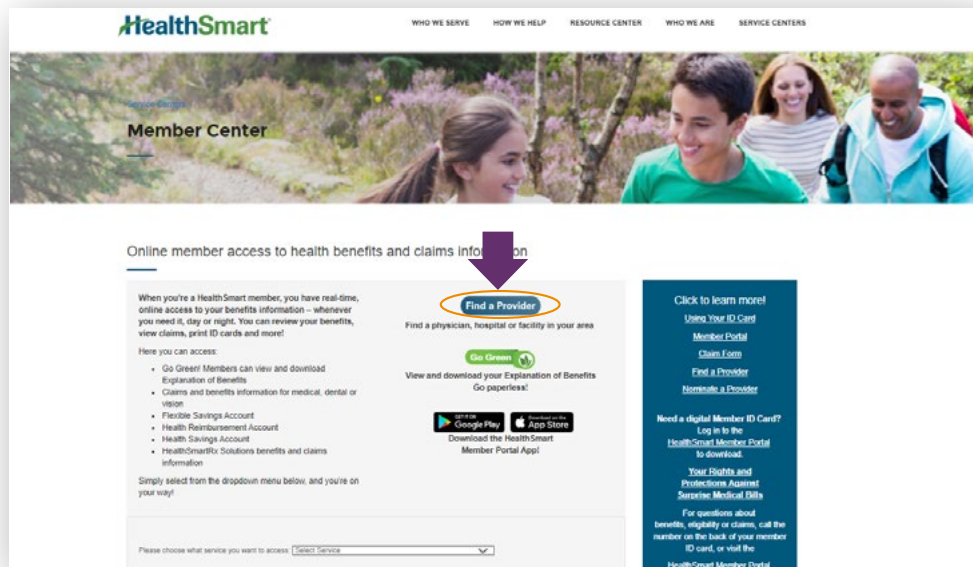
1 Getting There

From www.healthsmart.com
Click on [Service Centers](#) and
then click on [Member Center](#).



2

This will direct you to the Member Center. Click on [Find a Provider](#), read the important notice, and acknowledge you have done so. Last, click [Continue](#).



Using Provider Lookup

STEP 1

Choose the Network that is listed on your health insurance ID Card from the drop-down menu.



Choose Your Network

HealthSmart Preferred

STEP 2



Enter Location & Distance

ENTER LOCATION INFORMATION AND CHOOSE DISTANCE.

City State

OR Zip

Find providers within miles of this location.

STEP 3

You will need to decide if you want to search for a **Physician** or if you would prefer to search for a **Clinic, Practice** or **Facility** by selecting the appropriate search button. After you have clicked the button, if you are using the **Type** drop down menu, be sure to also select a **Specialty** if you know it. When you finish entering all your search criteria, click the **GO** button to see the results.



Enter Provider Details

☒ **Search for a Physician**

First Name Last Name

OR Type

Language

Select up to 5 Languages.

☐ **Search for a Clinic, Practice or Facility**

Name

OR Type

GO

Provider Search Results

After you have entered all of your search criteria and clicked the **GO** button, you will receive results that look similar to the ones in the image below. Your provider search results are displayed in a table format, which you can reorganize or reorder according to your viewing preference. While navigating through your provider results, note that you may edit your search criteria, start a new search and create a personal Provider Directory all from features displayed in the left column.

- 1 When you receive your results, you will see the following at the top of the page: the number of records found, the page currently being displayed, the total number of pages found and the number of records currently being displayed.
- 2 When you want to see the details for a specific provider, simply click on the name of the provider displayed in blue.
- 3 On the top right side of the page, you can change how many records are displayed on a page. Note that when you change this number, you also alter the information in #1.
- 4 Under **RESULTS PER PAGE** are the links for navigating from page to page of provider records. Depending on the number of providers returned, you may see **FIRST**, **PREVIOUS**, **NEXT** and **LAST** links.
- 5 The column headers in the blue bar allow you to change how the records are organized. If you click on the **PROVIDER** column header, you will reorganize the results in alphabetical order of the provider's name. If you click on the **DISTANCE** column header, you will reorganize the results by how close the provider is to your location. You can manipulate each column in the same way (except for MAP).
- 6 If you want to see a preview of a provider's location, click on the **MAP** link. You can also see a map of the location when viewing a provider's details.
- 7 If you click on the browser's Back button, you will return to the disclaimer and will lose the search criteria you previously entered. Try to avoid using the Back button.
- 8 If you want to change your search criteria, click on the **EDIT** button.



7

SEARCH CRITERIA

NETWORK PLAN

PPO: HealthSmart Preferred

LOCATION

Zip: 75201

Distance: 10 miles

PROVIDER OPTIONS

Facility Type: Multi-Specialty, Multi-Specialty Clinic/Center, Family Medicine, Family Nurse Practitioner, Family, General Practice, Internal Medicine Physician, Obstetrics & Gynecology

8 Change Your Search

Edit New

MY PERSONAL DIRECTORY

Keep a copy of your search results

Send results to my email

Send

Provider Search Results

Download

1000 RECORDS FOUND • PAGE 1 OF 100 • 1-10 RECORDS DISPLAYED

1

RESULTS PER PAGE: 10

4 NEXT > LAST >>

2 PROVIDER	ADDRESS	PHONE	TYPE	DISTANCE	MAP	Info
PLAZA MEDICAL CENTRE* Location: Plaza Medical Centre	700 N Pearl St Ste N208 Dallas, TX 75201	214-999-8355	Family Medicine	0 miles	Map	Info Incorrect?
UT SOUTHWESTERN MEDICAL CENTER AT DALLAS AND TEXAS HEALTH PHYSICIAN GROUP* Location: UT Southwestern Medical Center at Dallas and Texas Health Physician Group	3500 Oak Lawn Ave Ste 600 Dallas, TX 75219	214-520-8833	Family Medicine	1 miles	Map	Info Incorrect?
UT SOUTHWESTERN MEDICAL CENTER AT DALLAS AND TEXAS HEALTH PHYSICIAN GROUP* Location: UT Southwestern Medical Center at Dallas and Texas Health Physician Group	3611 Swiss Ave Dallas, TX 75204	214-879-8585	Obstetrics & Gynecology	1 miles	Map	Info Incorrect?
BAYLOR SCOTT AND WHITE ADVANCED HEART FAILURE	3410 Worth St Ste 250 Dallas, TX 75246	214-820-6856	Family Medicine	1 miles	Map	Info Incorrect?

Provider Details

After you select a specific provider, a page like the one below will open with details for that provider.

- 1 This area lists the details for a specific provider.
- 2 If you wish to return to the provider listing pages and select another provider, click on the Return to Results icon.
- 3 If you would like to download the details for this specific provider, click on the download icon. The Map is not included when using this download function.
- 4 If you would like to change your search criteria, remember to click on the **EDIT** button here. If you would like to start your search over, click on the **NEW** button. Avoid clicking on your browser's back button.
- 5 This area displays a small map, which you can manipulate. Note that in some cases, if Google Maps does not recognize the address, nothing will be displayed in this area.
- 6 To see a more detailed map, click on the **SEE LARGER MAP** link. This will open a new browser window in Google Maps. To get directions to the provider, click on the **GET DRIVING DIRECTIONS** link.



SEARCH CRITERIA 2 [Return to Results](#)

1 Details

3 Download

4 Change Your Search [Edit](#) [New](#)

6

5

CREATE CONTACT

Send contact to my email [Send](#)

Save contact to my computer [Save](#)

COX JR, RALPH FREDERICK MD	
Provider	COX JR, RALPH FREDERICK MD
Address	700 N Pearl St Ste N510, Dallas, TX 75201
County	DALLAS
Phone Number	214-999-9355
Fax Number	214-999-9363
Hours Of Operation	
Accepting New Patients	Y
Handicapped Access	U
Location	PLAZA MEDICAL CENTER
HealthSmart ID	P10154449
Gender	M
Languages, Staff	
Age	70
Office Email Address	
Billing Email Address	
Website	
Medical School	

Map

COX JR, RALPH FREDERICK MD
700 N Pearl St Ste N510
Dallas, TX 75201

Distance from your location: 0 miles
[SEE LARGER MAP](#) | [GET DRIVING DIRECTIONS](#)

Creating a Personal Directory

The Personal Directory feature allows you to create a PDF file of your search results. You can only create a Personal Directory when you are viewing the search results; you cannot create a Personal Directory from a provider's detail page. Your Personal Directory is limited to the first 1,000 providers found in a search. Upon clicking **Send**, you should receive an email with your Personal Directory within an hour. Email and size restrictions may apply. Contact your email provider if you do not receive your Personal Directory

A PDF reader is required to open, read and print your Personal Directory.

MY PERSONAL DIRECTORY

Keep a copy of your search results

Send results to my email

[Send](#)

Save results to my computer [Save](#)

Nominate a Provider

If your provider is not currently participating in our network click on the [Nominate a Provider](#) link.

Frequently Asked Questions

Q. Can I search for providers by my group/employer name or number?

A. No. The Provider Lookup application is based on the providers contracted for the selected network. The preferred providers in your specific group plan could be different.

Q. Is every provider listed in the search results on my approved list of preferred providers?

A. No. To be absolutely certain that the provider you wish to visit is in your network, contact the provider directly or call HealthSmart at 800-687-0500.

Q. My search found more than 1,000 providers, but the Provider Lookup would only display 1,000 records. How does the Provider Lookup decide which 1,000 providers to list?

A. You can choose which 1,000 providers to display by reorganizing the provider listing table. For example, if you organize the table by Provider Name, you will see the first 1,000 providers in alphabetical order by their last names. If you organize the table by Distance, you will see the first 1,000 providers closest to your location.

Q. Can I search for doctors and facilities at the same time?

A. No. In the search form, you can either choose to search for medical professionals, such as doctors, surgeons and physical therapists, or you can choose to search for medical facilities, such as laboratories, diagnostic testing centers and clinics.

Q. How often do you update your provider data, such as correcting a doctor's address, including new providers or adding more provider details?

A. HealthSmart can only display data that is supplied to us by the provider. Data changes are uploaded daily.

If you have additional questions or need assistance using the Provider Lookup, please contact our Customer Service department at (800) 687-0500.



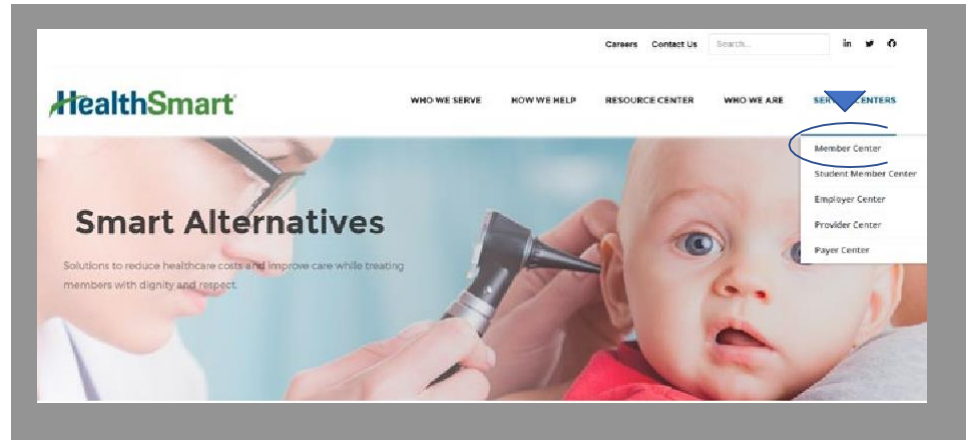
Usar el Buscador de proveedores de HealthSmart

Su plan incluye el acceso a la red de HealthSmart.

1

Cómo llegar

Desde www.healthsmart.com haga clic en los [Centro de servicios](#) y luego haga clic en [Centro de miembros](#).



2

Esto le llevará al Centro de miembros. Haga clic en [Encontrar un proveedor](#), lea el aviso importante y confirme que lo ha leído. Por último, haga clic en [Continuar](#).



Online member access to health benefits and claims information

When you're a HealthSmart member, you have real-time, online access to your benefits information - whenever you need it, day or night. You can review your benefits, view claims, print ID cards and more!

Here you can access:

- Go Green! Members can view and download Explanation of Benefits
- Claims and benefits information for medical, dental or vision
- Flexible Savings Account
- Health Reimbursement Account
- Health Savings Account
- HealthSmart's Solutions benefits and claims information

Simply select from the dropdown menu below, and you're on your way!

Please choose what service you want to access:

Find a Provider
Find a physician, hospital or facility in your area

Go Green!
View and download your Explanation of Benefits (Go paperless!)

Download the HealthSmart Member Portal App!
Available on the Google Play and App Store

Click to learn more!
[View Your ID Card](#)
[Member Portal](#)
[Claims Facts](#)
[Find a Provider](#)
[Network a Provider](#)

Need a digital Member ID Card?
Log in to be [HealthSmart Member Portal](#) to download.

Your Rights and Protections Against Discrimination
For questions about benefits, eligibility or claims, call the number on the back of your member ID card, or visit the [HealthSmart Member Portal](#).

Disclaimer:

IMPORTANT NOTICE:

HealthSmart's online provider directory is provided for reference purposes only. While every effort is made to ensure that we provide current, accurate data, provider information changes frequently. As a result, recent changes may not be reflected in the data presented here. HealthSmart recommends that you contact your health care provider directly for the most accurate and up-to-date demographic and participation information. If you are unable to find the provider or specialty you are searching for, you can contact HealthSmart at the toll-free number shown on your ID card.

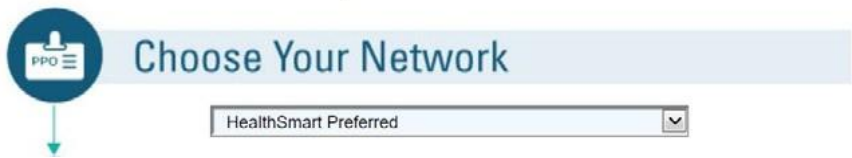
By clicking, "ok" below, you acknowledge that utilization of a provider found on this site is not a guarantee of benefits, and that providers listed in this directory may not be available to all members.

☐ I acknowledge that I received and read the disclaimer above.

Usar al Buscador de proveedores

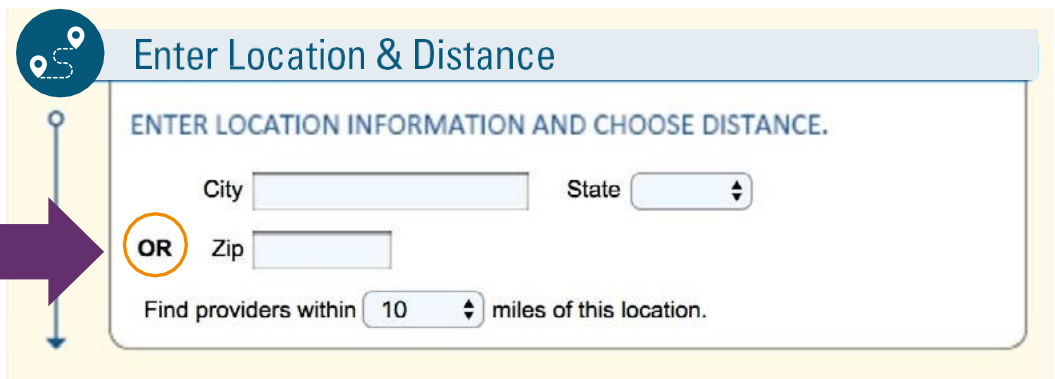
PASO 1

Elija en el menú desplegable la red que figura en la tarjeta de identificación de su seguro médico.



The form titled "Choose Your Network" features a blue circular icon with a white "PPO" label and a menu icon. Below the title is a dropdown menu currently displaying "HealthSmart Preferred".

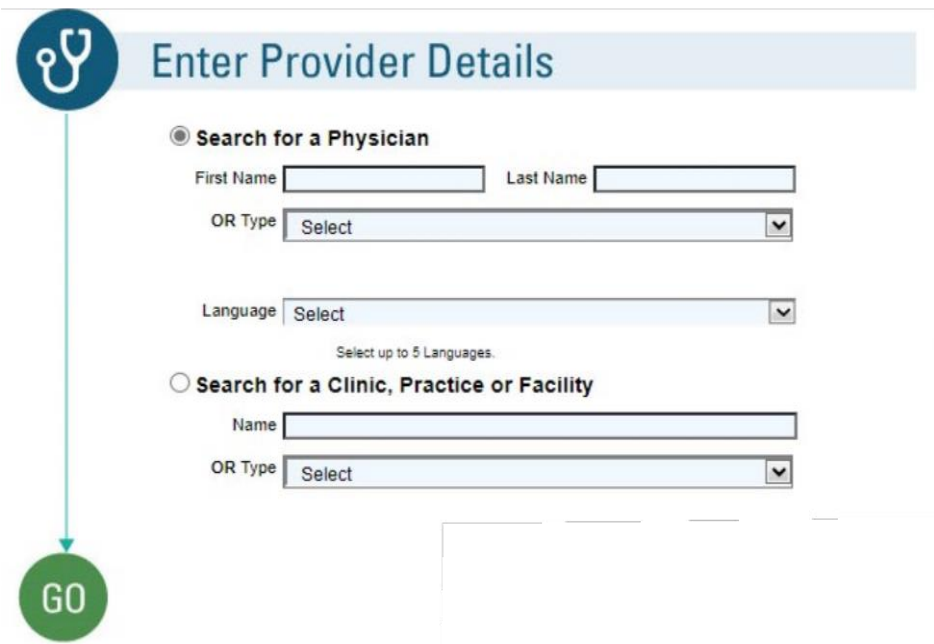
PASO 2



The form titled "Enter Location & Distance" includes a blue circular icon with a white location pin and a magnifying glass. A large purple arrow points to the form. The instruction "ENTER LOCATION INFORMATION AND CHOOSE DISTANCE." is at the top. Below it are input fields for "City", "State" (a dropdown), and "Zip". An "OR" label is next to the "Zip" field. At the bottom, it says "Find providers within 10 miles of this location.", with "10" being a dropdown menu.

PASO 3

Deberá decidir si desea buscar un **médico** o si prefiere buscar una **clínica**, un **consultorio** o un **centro** seleccionando el botón de búsqueda correspondiente. Después de hacer clic en el botón, si utiliza el menú desplegable del **tipo**, asegúrese de seleccionar también una **especialidad** si la conoce. Cuando termine de introducir todos los criterios de búsqueda, pulse el botón **IR (GO)** para ver los resultados.



The form titled "Enter Provider Details" features a blue circular icon with a white stethoscope. It has two main sections: "Search for a Physician" (selected with a radio button) and "Search for a Clinic, Practice or Facility" (unselected). The "Search for a Physician" section includes fields for "First Name", "Last Name", "OR Type" (dropdown), and "Language" (dropdown). Below the language dropdown is the text "Select up to 5 Languages.". The "Search for a Clinic, Practice or Facility" section includes a "Name" field and an "OR Type" dropdown. A green circular button with the text "GO" is at the bottom left, connected to the form by a vertical line.

Resultados de la búsqueda de proveedores

Después de introducir todos los criterios de búsqueda y hacer clic en el botón **IR (GO)**, obtendrá resultados similares a los de la imagen siguiente. Los resultados de su búsqueda de proveedores se muestran en forma de tabla, que puede reorganizar o reordenar según sus preferencias de visualización. Cuando navegue por los resultados de su búsqueda de proveedores, tenga en cuenta que puede editar sus criterios de búsqueda, iniciar una nueva búsqueda y crear un Directorio de proveedores personal, utilizando todas las funciones que aparecen en la columna de la izquierda.

- 1

Cuando reciba los resultados, verá lo siguiente en la parte superior de la página: la cantidad de registros encontrados, la página que se visualiza actualmente, la cantidad total de páginas encontradas y la cantidad de registros que se visualizan actualmente.
- 2

Cuando desee ver los detalles de un proveedor específico, simplemente haga clic en el nombre del proveedor que aparece en azul. Se abrirá una nueva página con los detalles del proveedor.
- 3

En la parte superior derecha de la página, puede cambiar el número de registros que se visualizan en una página. Tenga en cuenta que al cambiar este número, también modifica la información del punto 1.
- 4

En **RESULTADOS POR PÁGINA** se encuentran los enlaces para navegar de una página a otra de los registros de proveedores. En función del número de proveedores que aparezcan, podrá ver los enlaces **PRIMERO**, **ANTERIOR**, **SIGUIENTE** y **ÚLTIMO**.
- 5

Los encabezados de columna de la barra azul permiten cambiar la organización de los registros. Si hace clic en el encabezado de la columna **PROVEEDOR**, reorganizará los resultados por orden alfabético del nombre del proveedor. Si hace clic en el encabezado de la columna **DISTANCIA**, reorganizará los resultados en función de lo cerca que esté el proveedor de su ubicación. Puede manipular cada columna de la misma manera (excepto la de MAPA).
- 6

Si desea ver una vista previa de la ubicación de un proveedor, haga clic en el enlace **MAPA**. También puede ver un mapa de la ubicación al consultar los detalles de un proveedor.
- 7

Si hace clic en el botón "Atrás" del navegador, volverá a la cláusula de exención de responsabilidad y perderá los criterios de búsqueda introducidos anteriormente. Procure no utilizar el botón "Atrás".
- 8

Si desea modificar sus criterios de búsqueda, haga clic en el botón **EDITAR**.



7

SEARCH CRITERIA

NETWORK PLAN
PPO: HealthSmart Preferred

LOCATION
Zip: 75201
Distance: 10 miles

PROVIDER OPTIONS
Facility Type: Multi-Specialty, Multi-Specialty Clinic/Center, Family Medicine, Family Nurse Practitioner, Family, General Practice, Internal Medicine Physician, Obstetrics & Gynecology

8 Change Your Search
Edit New

MY PERSONAL DIRECTORY
Keep a copy of your search results
Send results to my email
Send

Provider Search Results

Download

1000 RECORDS FOUND • PAGE 1 OF 100 • 1-10 RECORDS DISPLAYED

RESULTS PER PAGE: 10
NEXT > LAST >>

PROVIDER	ADDRESS	PHONE	TYPE	DISTANCE	MAP	Info
PLAZA MEDICAL CENTRE* Location: Plaza Medical Centre	700 N Pearl St Ste N208 Dallas, TX 75201	214-999-9355	Family Medicine	0 miles	Map	Info Incorrect?
UT SOUTHWESTERN MEDICAL CENTER AT DALLAS AND TEXAS HEALTH PHYSICIAN GROUP* Location: UT Southwestern Medical Center at Dallas and Texas Health Physician Group	3500 Oak Lawn Ave Ste 600 Dallas, TX 75219	214-520-8833	Family Medicine	1 miles	Map	Info Incorrect?
UT SOUTHWESTERN MEDICAL CENTER AT DALLAS AND TEXAS HEALTH PHYSICIAN GROUP* Location: UT Southwestern Medical Center at Dallas and Texas Health Physician Group	3611 Swiss Ave Dallas, TX 75204	214-879-8585	Obstetrics & Gynecology	1 miles	Map	Info Incorrect?
BAYLOR SCOTT AND WHITE ADVANCED HEART FAILURE	3410 Worth St Ste 250 Dallas, TX 75246	214-820-6856	Family Medicine	1 miles	Map	Info Incorrect?

3

6

5

Detalles del proveedor

Después de seleccionar un proveedor específico, se abrirá una página como la siguiente con los detalles de dicho proveedor.

- 1 Aquí se enumeran los detalles de un proveedor específico.
- 2 Si desea volver a las páginas del listado de proveedores y seleccionar otro proveedor, haga clic en el icono Volver a resultados.
- 3 Si desea descargar los datos de este proveedor específico, haga clic en el icono de descarga. El mapa no se incluye en la descarga.
- 4 Si desea modificar sus criterios de búsqueda, recuerde que debe hacer clic en el botón **EDITAR**. Si desea iniciar una nueva búsqueda, debe hacer clic en el botón **NUEVO**. Evite hacer clic en el botón de retroceso de su navegador.
- 5 Aquí se muestra un pequeño mapa que se puede manipular. Tenga en cuenta que, en algunos casos, si Google Maps no reconoce la dirección, aquí no se mostrará nada.
- 6 Para ver un mapa más detallado, haga clic en el enlace **VER MAPA MÁS GRANDE**. Para obtener instrucciones sobre cómo llegar al proveedor, haga clic en el enlace **OBTENER INSTRUCCIONES DE CÓMO LLEGAR**.



SEARCH CRITERIA

NETWORK PLAN
PPO: HealthSmart Preferred

LOCATION
Zip: 75201
Distance: 10 miles

PROVIDER OPTIONS
Physician Specialty: Multi-Specialty, Family Medicine, Family Nurse Practitioner, Family, General Practice, Internal Medicine
Physician, Obstetrics & Gynecology, Pediatric Adolescent Medicine, Adolescent Medicine, Primary Care Clinic/Center, Primary Care
Language: All Languages

Change Your Search
Edit New

CREATE CONTACT
Send contact to my email
Save contact to my computer

Details

Provider: COX JR, RALPH FREDERICK MD
Address: 700 N Pearl St Ste N510, Dallas, TX 75201
County: DALLAS
Phone Number: 214-999-9355
Fax Number: 214-999-9363
Hours Of Operation
Accepting New Patients: Y
Handicapped Access: U
Location: PLAZA MEDICAL CENTER
HealthSmart ID: P10154449
Gender: M
Languages, Staff
Age: 70
Office Email Address
Billing Email Address
Website
Medical School

Map

COX JR, RALPH FREDERICK MD
700 N Pearl St Ste N510
Dallas, TX 75201

Distance from your location: 0 miles
SEE LARGER MAP | GET DRIVING DIRECTIONS

Crear un directorio personal

La función Directorio personal le permite crear un archivo PDF con los resultados de su búsqueda. Solo se puede crear un directorio personal cuando se están viendo los resultados de la búsqueda; no se puede crear un directorio personal desde la página de detalles de un proveedor. Su directorio personal está limitado a los 1000 primeros proveedores encontrados en una búsqueda. Al hacer clic en **Enviar**, recibirá un correo electrónico con su directorio personal en el plazo de una hora. Puede haber restricciones de correo electrónico y de tamaño. Póngase en contacto con su proveedor de correo electrónico si no recibe su directorio personal.

Se requiere un lector de PDF para abrir, leer e imprimir su directorio personal.

MY PERSONAL DIRECTORY

Keep a copy of your search results

Send results to my email
Send

Save results to my computer
Save

Nominar a un proveedor

Si su proveedor no se encuentra actualmente en nuestra red, haga clic en el enlace [Nominar a un proveedor](#).

Preguntas frecuentes

- P.** ¿Puedo buscar proveedores por el nombre o el número de mi grupo/empresa?
- R.** No. La aplicación de búsqueda de proveedores se basa en los proveedores contratados para la red seleccionada. Los proveedores preferidos de su plan de grupo específico podrían ser diferentes.
- P.** ¿Están todos los proveedores que aparecen en los resultados de la búsqueda en mi lista autorizada de proveedores preferidos?
- R.** No. Para asegurarse de que el proveedor al que desea acudir pertenece a su red, póngase en contacto directamente con él o llame a HealthSmart al 800-687-0500.
- P.** Mi búsqueda encontró más de 1000 proveedores, pero la búsqueda de proveedores sólo mostraba 1000 registros. ¿ De qué manera se decide cuáles son los 1000 proveedores que aparecen en la lista ?
- R.** Puede elegir qué 1000 proveedores mostrar reorganizando la tabla de listado de proveedores. Por ejemplo, si organiza la tabla por el nombre del proveedor, verá los primero 1000 proveedores ordenados alfabéticamente por sus apellidos. Si organiza la tabla por distancia, verá los primeros 1000 proveedores más cercanos a su ubicación.
- P.** ¿Puedo buscar médicos e instalaciones al mismo tiempo?
- R.** No. En el formulario de búsqueda, puede elegir entre buscar profesionales médicos, como médicos, cirujanos y fisioterapeutas, o buscar centros médicos, como laboratorios, centros de diagnóstico y clínicas.
- P.** ¿Con qué frecuencia se actualizan los datos de los proveedores, por ejemplo, para corregir la dirección de un médico, incluir nuevos proveedores o añadir más datos de proveedores?
- R.** HealthSmart solo muestra la información proporcionada por el proveedor. Los datos se suben diariamente.

Si tiene más preguntas o necesita ayuda para utilizar la búsqueda de proveedores, póngase en contacto con nuestro Servicio de Atención al Cliente llamando al (800) 687-0500.

