Using the HealthSmart Provider Lookup

Contents

GETTING THERE

USING THE SEARCH FORM
General Notes
Identifying and Selecting Your Network
Using the Sample ID Card Feature
Choosing a Location and Distance
Selecting Provider Options

PROVIDER RESULTS: LISTING PAGES

PROVIDER RESULTS: DETAIL PAGES

CHANGING SEARCH CRITERIA

USING THE VCARD FEATURE
Send Function
Save Function
Email Programs

CREATING A PERSONAL DIRECTORY
Send Function
Save Function
Directory Format and Organization

FREQUENTLY ASKED QUESTIONS
USING THE PROVIDER LOOKUP

GETTING THERE

Go to www.healthsmart.com.

Click on the Provider Lookup Tab or click on the Provider Lookup Quick Link.

Before beginning your search, a Disclaimer will appear. After reading the Disclaimer, check the box acknowledging that you have received and read the notice. Click continue.

If you click continue without checking the box, a reminder will appear.
USING THE SEARCH FORM

General Notes

CITY, STATE OR ZIP-BASED SEARCH
The Provider Lookup will search for providers based on a zip code, even if you don’t enter a zip code. For example, if you enter a city and state, but no zip code, and select a 5 mile distance, the Provider Lookup will first identify a zip code in the city that you entered. Next, it will search for providers within a 5 mile radius of that zip code.

PROVIDER SEARCH OPTIONS
HealthSmart owns several preferred provider networks, and each network’s provider database has differing types of data. For example, one network has gender and language information for many of its providers while another network does not. In addition, we can only display data that is supplied to us by the provider. Therefore, depending on your network, you may not receive as many provider details as you would like.

TRY A BROAD SEARCH FIRST
If your search does not return as many providers as you would like, edit your search criteria and broaden your selection. You may want to increase your distance to 50 or even 75 miles.

Step 1: Identifying and Selecting Your Network

PART A – CHOOSING A HEALTHSMART PPO
First choose your network that is listed on your health insurance ID Card. If you need additional help identifying your network, please contact your Human Resources department.

* National and Affiliate Networks: HealthSmart partners with numerous networks for the benefit of our clients and members. If you do not see your network listed under HealthSmart PPOs, select the National and Affiliate drop down menu and click on the network partner shown on your ID Card. You may also visit the partner network directly by entering the URL from your ID Card into your Internet browser.
USING THE SEARCH FORM

Step 1: Identifying and Selecting Your Network

PART B – USING THE SAMPLE ID CARD FEATURE

The Sample ID Card feature can help you recognize your network. To begin, first select a network, and then go to the right column of the web page and click on the link under SAMPLE ID CARDS. A sample of the ID Card for that network will open in a pop-up window. It will look similar to the image at the bottom of this page. Use the Sample ID Card feature as a general guideline.

It is important to note that not all network ID Cards are the same. The information printed on these cards can vary from group to group. We customize ID Cards for our clients and employer groups per their request. Below is a general guideline for preferred provider network ID Cards.

1. This is the name of the company that manages medical claims for your employer group. HealthSmart Benefit Solutions is a division of HealthSmart that manages claims. Many of our groups use HealthSmart Benefit Solutions to manage their claims, but not all. Another company could be listed here.

2. The name and logo of your provider network is displayed here. If your employer has employees in multiple states, more than one network could be listed. This is because some networks exist only in specific areas and more than one may be required for a multi-state group.

3. This area displays important information such as your group number, employer name, member name and member identification number.

4. This area may include prescription benefit plan information.

5. Providers use this information when submitting claims for your specific network.

6. Contact information is listed here for members and providers when there are eligibility, claim or benefit plan questions.

7. The contact information here is for members and providers to request precertification prior to a scheduled hospital admission or immediately after an emergency hospital stay.

8. We use this area to display contact information if a member is not able to use an in-network provider.
USING THE SEARCH FORM

Step 2: Choosing a Location and Distance

After selecting your provider network, choose where you would like to find providers. You must enter either a zip code or a city and state. Then select the radius or distance from your location you are willing to travel to visit a provider.

Step 3: Selecting Provider Options

You will first need to decide if you want to search for a physician or a hospital/facility by selecting the appropriate search button. If you are searching for a doctor, surgeon, physical therapist or other medical professional, click on the button next to PHYSICIAN SEARCH OPTIONS. If you are searching for a hospital, clinic, therapeutic center, laboratory or other medical care facility, click on the button next to HOSPITAL OR FACILITY SEARCH OPTIONS.

PART A – PROVIDER NAME SEARCH

When searching by provider name, the last name is required. You may enter the first name as additional information, but do not enter any specialty information when searching by name.

PART B – PROVIDER SPECIALTY SEARCH

When searching by provider specialty, you may select up to 10 different physician specialties from the drop down menu by clicking on the box next to each desired option.

Note: the first listing is a specialty grouping for primary care. This grouping contains family practice, general practice, general preventive medicine, internal medicine, obstetrics and gynecology, and pediatrics. The definitions are listed on the right hand side of the provider search menu under SPECIALTY DEFINITIONS.

When you finish entering all of your search criteria, click the FIND button to initiate your search results.
USING THE SEARCH FORM

Step 3: Selecting Provider Options

PART C – SEARCH BY HOSPITAL OR FACILITY NAME

Enter the name of the hospital or facility in the name field. Note that when you enter a name of a facility, you may want to focus on the part of the name that is most distinguishable. For example, if you are searching for Champions Hospital for Children, it would be best to only enter “Champions Hospital” for the name.

PART D – SEARCH BY HOSPITAL OR FACILITY TYPE

When searching by hospital or facility type, you may select up to 5 different types from the drop down menu by clicking on the box next to each desired facility type.

Note: hospitals have been placed at the beginning of the list to facilitate faster searching. All other types are in alphabetical order. A listing of each facility type description is located on the right hand side of the provider search menu under FACILITY DEFINITIONS.

When you finish entering all of your search criteria, click the FIND button to initiate your search results.
PROVIDER RESULTS: LISTING PAGES

After you have entered all of your search criteria and clicked the FIND 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 listing pages, 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 type. A new page will open with details for that provider.

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 heads in the blue bar allow you to change how the records are organized. If you click on the PROVIDER NAME column head, you will reorganize the results in alphabetical order of the provider’s name. If you click on the DISTANCE column head, 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 in orange type. 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. For details on this feature, see page 9.
PROVIDER RESULTS: DETAIL PAGES

After you select a specific provider, a page like the one below will open with details for that provider. As HealthSmart completes the process of integrating its provider databases, more and more details regarding our providers will become available.

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 print the details for this specific provider, click on the Print icon. The Map is not included when using this print 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. For details on this feature, see page 9.
5. 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. This will open a new browser window in Google Maps with a field for you to enter a starting address. Once you supply a starting address, you will receive detailed driving instructions.
6. 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.
CHANGING SEARCH CRITERIA

When you receive provider records from a search, and you wish to return to the Search Form to either edit the search criteria or to start over, please remember not to click on your browser’s back button. If you do, you will return to the Disclaimer window, not the Search Form.

Instead, use the Search Criteria feature. This box lists all of the criteria you entered in the Search Form. At the bottom are two buttons. When you click on the EDIT button, you will return to the Search Form and it will include your previous selections. When you click on the NEW button, you will return to the Search Form and it will be clear of your previous choices and ready to start a completely new search.

The Search Criteria box is located on the left column of the Provider Lookup results pages.

USING THE VCARD FEATURE

The vCard feature allows you to create a Virtual Business Card (also called an Electronic Business Card) file and save the contact information for a healthcare provider to an email program such as Microsoft Outlook. The vCard feature saves the contact information in the .VCF file format. Note that you can only create a vCard file when you are viewing a provider’s detail page.

SEND FUNCTION

To send a vCard to your email, simply type in your full email address and click on the SEND button. Please note that employers and email servers often put restrictions on incoming messages. These include rules on what is considered junk email and limitations on attachment types. You should receive an email with your vCard as an attachment within an hour of creating it. The email will include the following text in the subject line: Electronic Business Card for [provider’s name] sent from the HealthSmart Provider Lookup.

SAVE FUNCTION

If you click on the SAVE button, you will first be asked: “Do you want to open or save this file?” Choose to save the file; do not choose to open. Then navigate to the location where you want to save the VCF file.

EMAIL PROGRAMS

There are two different types of email programs: those that are web-based (such as Yahoo and Google Mail), and those that are installed on your computer (such as Microsoft Outlook). Each email program works differently and some do not support the .VCF file format. You will need to read your email program’s help for details on using .VCF files.
CREATING A PERSONAL DIRECTORY

The Personal Directory feature allows you to create a Portable Document Format (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.

A PDF reader is required to open, read and print your Personal Directory. To download the latest Adobe Acrobat Reader for free, please visit the Adobe website at: http://get.adobe.com/reader/otherversions/.

SEND FUNCTION
To send your Personal Directory to your email, simply type in your full email address and click on the SEND button. Please note that employers and email services often put restrictions on incoming messages. These include rules on what is considered junk email and limitations on the size of attachments. Large Personal Directories, such as those with the maximum of 1000 providers, can be over 5 MB in size. You should receive an email with your Personal Directory within an hour of creating it. The email will include the following text in the subject line: Your Personal Directory sent from the HealthSmart Provider Lookup.

SAVE FUNCTION
If you click on the SAVE button, you will first be asked: “Do you want to open or save this file?” If you choose to open the file, the PDF version of your Personal Directory will open immediately. You can page through the document, print it or even choose to save it by selecting File > Save from the Adobe Acrobat Reader’s menu. If you choose to save your Personal Directory, you must navigate to the location on your computer where you want to save the PDF file.

DIRECTORY FORMAT AND ORGANIZATION
Your Personal Directory is organized by city first, followed by physician specialty or facility type, and then by alphabetical order of the provider’s name.
FREQUENTLY ASKED QUESTIONS

Q. Can I search for providers by my group/employer name or number?
A. Unfortunately, no. We no longer support provider lookups for specific groups. This is a very important change for our members. The new Provider Lookup application is based on the providers contracted for the entire network. The preferred providers in your specific group plan could be different. It is very important that you discuss this change with your Human Resources department.

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, HealthSmart and your Human Resources department.

Q. Can I still use the provider searches available on other HealthSmart websites?
A. No. In order to provide the best possible provider lookup service, HealthSmart will begin to close these other sites in favor of maintaining and optimizing our new provider lookup.

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 hospitals 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 hospitals, 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. Provider data changes are uploaded to the HealthSmart Provider Lookup on a weekly basis.

If you have additional questions or need assistance using the Provider Lookup, please contact our Customer Service department at 855.830.9234.