First Health Cofinity

Search tips and FAQs

Search for in-network providers and facilities in a few easy steps.

Important to know

We update this tool weekly, except during:

• System maintenance

• Upgrades or unexpected outages

A provider's status can change anytime. So members should always check with their office before scheduling an appointment or getting services. Confirm that they're still in the network.

Participating physicians, hospitals and other health care providers are independent contractors. They're neither agents nor employees of First Health. The availability of any particular provider cannot be guaranteed. Provider networks are subject to change.

It's easy to find what you need:

• Select a menu option below or simply scroll down.

• Return here by selecting the "Main Menu" link.

MAIN MENU

I.
Find providers

Search for providers using easy-to follow, step-by-step instructions.

II.
Search results

Customize what's displayed (what you see and how it's organized).

III.
Share details

Send provider details using email or text message.

IV.
Questions

Get quick answers to some of the commonly asked questions.

If you need more help, we're here

Select "Contact Us" on the lower right side of the web page to submit an online request. We'll get back to you within 48 hours.

I. Searching for providers

You can quickly find providers using easy-to-follow, step-by-step instructions.

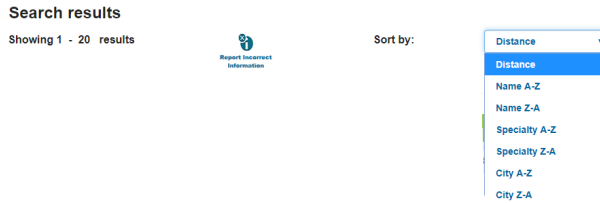| Field/Section	Details
1. **Network**	• Select your network* and then choose "Start Now." *If selecting "Client Specific Network" and unsure of the client code, check your member ID card or contact your employer. *Options displayed will vary based on your network access.
2. **Provider type** (required)	Select the type of provider you want to find. • **Physician:** A medical doctor or specialist. • **Hospital:** An institution providing inpatient and outpatient medical and surgical treatment and nursing care. • **Urgent care center:** A facility for medical issues that are urgent, but non-life-threatening, such as sprains, fractures and minor burns. • **Lab and radiology:** These are services provided to support your health care. Some examples include X-rays or lab tests. • **All providers:** Select this option to gain a list of all types. Or if you're unsure of which type to choose.
3. **Search by location** (required)	Choose one of two options: • Enter a **ZIP code**. You can adjust the distance from 5 – 100 miles. • Select a **state**. You can narrow your search by county and/or city.
Decision	• Choose "Search Now," and skip to Search Results. • Choose "Show more option," and continue to the next step.
4. **Show more options** (optional)	Narrow your search by editing one or more of the following: • **Physician or facility name:** Text field allows you to type in the name of a doctor (last name) or hospital (first name). • **Specialty:** Type or select up to five specialties to include. • If you need more detail on specialties, choose the "Specialty Definitions" link at the bottom of the web page. • **Condition:** Type or select a condition. • **Focus:** Type or select up to five focus codes to include.
5. **Choose "Search Now" to view the results**	Search Now

II. Search results

You can easily customize how the search results are displayed using these options.

Sort

You can change the order of displayed search results (by distance, name or specialty).

1. Select the desired option in the "Sort By" field (upper right).

Search results

Showing 1 - 20 results

Report Incorrect Information

Sort by:

Distance
Distance
Name A-Z
Name Z-A
Specialty A-Z
Specialty Z-A
City A-Z
City Z-A

2. Advance the page with navigation options (visible below search results).

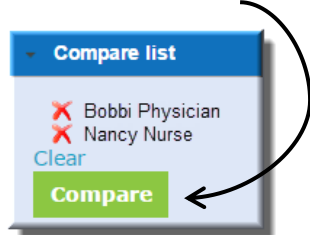Page 1 of 59

| 1 | 2 | 3 | 4 | ... | 59 | >> |

Compare

You can select providers (up to three) and then view a "side-by-side" comparison.

1. Check the "**Compare side by side**" box for up to three providers.

555-555-5555
Specialty : Dermatology

☐ Compare side by side
☐ Add to my list
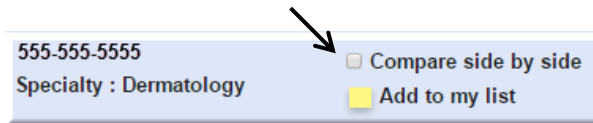
2. Choose the "**Compare**" button (left column) to view records side by side.

Compare list

✗ Bobbi Physician
✗ Nancy Nurse
Clear
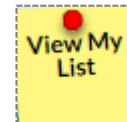
Compare

II. Search results

Favorites — my list

You can create a list of "favorite" providers using the search results.

1. Choose "**Add to my list**" in the desired record(s).

555-555-5555
Specialty : Dermatology
☐ Compare side by side
☐ Add to my list

2. Choose "**View My List**" (left column) to view the selected records.

Note: Providers will stay on your list only during your current active session.

View My List

Provider detail — More details

You can view more detailed information for provider profiles.

1. Choose **"More details"** (or the provider name) to view more information.

Bobbi Physician

123 Main Street
Anytown, CA 12345-0000
5.01 miles

555-555-5555
Specialty : Dermatology

☐ Compare side by side
☐ Add to my list

More Details

2. Choose the desired tab to view additional details and options.

Fewer details

Details	Location	Hours	Map	Text/Email details to me

II. Search results

Refine by: Name, Specialty, Gender or Language Spoken

You can refine your search results by using the options on the left side of the web page.

| Your Criteria |
| Compare List |
| Refine Location |
| Refine Your Results |
| **Refine Search** |
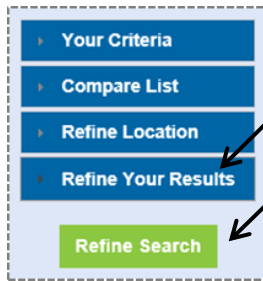
Overall steps:

- Choose "**Refine Your Results**" to view additional sections.
  – Choose it again to close your view of those sections.
- Edit the desired sections, and then choose "**Refine Search**."
  – This will apply the edits and update search results.

☐ Primary care physicians only (110)
☐ Hospital accreditation status (0)
☐ Board certified physicians only (150)

Essential community provider (ECP)

Enter ECP category ▼

Specialty Type

Enter specialty ▼

Gender

◉ All (333)
○ Male (169)
○ Female (164)

Providers accepting new patients

○ Yes (324)
○ Unknown (3)

Languages spoken

Spoken language ▼

Provider/Facility name

Enter Provider/Facility name

Practice name

Enter Practice name

Check one or more boxes to narrow your search. The number next to each status tells you the number of records in your results with this status.

Essential community provider (ECP)
- Select the drop-down arrow to view a list of ECP types
- Select the desired type to update search results

Specialty:
- Select the drop-down arrow to search for specialties. You can remove a specialty by "unchecking" it.
- Note: Choose the "Specialty Definitions" link at the bottom of the web page if you need more detail on specialties.

Gender:
- The default selection is "All."
- Select the desired gender to update search results.

Providers accepting new patients:
- Select the desired option to update search results. The number next to each option tells you the number of records in your results with this status

Languages Spoken:
- Select the drop-down arrow to view a list of languages spoken by the provider or office staff.
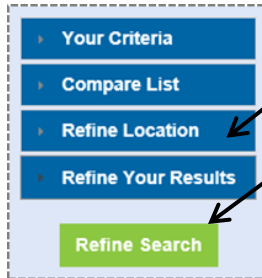- Select the desired language to update search results.

Language spoken

| Select a Language |
| English |
| French |
| German |
| Russian |
| Spanish |

Provider/Facility Name or Practice Name:
- In the open search field for the name type, enter the first few letters of the name.
- When results appear, select a provider name.

II. Search results

Refine by: ZIP Code or State/County/City

Overall steps:

• Choose "**Refine Location**" to view additional sections.
  – Choose it again to close your view of those sections.

• Edit the desired sections, and then choose "**Refine Search**."
  – This will apply the edits and update search results.

If you searched by…
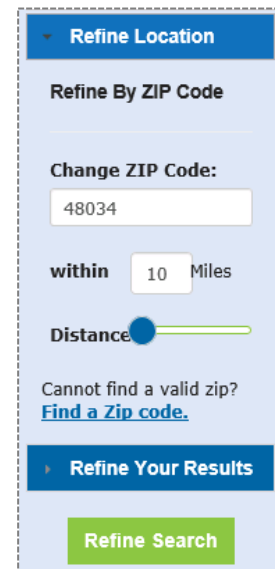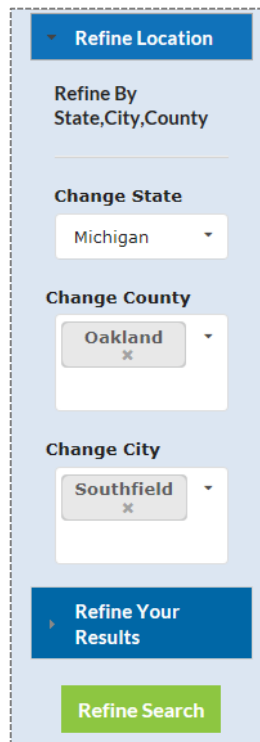
State: (see image to the immediate right)

• Select a drop-down arrow to view and select other criteria.

Or:

• In the open search field, enter the first few letters of the name and matching results will appear.

• Select the desired result, or choose the "X" to delete criteria.

ZIP Code: (see image to the far right)
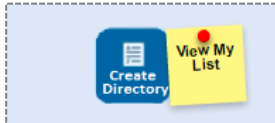
• Edit the fields as needed.

III. Sharing provider details

Create a Directory

You can send an email with details for *multiple* providers (based on search results or "My List").

1. Choose **Create Directory** (left column)

2. Select a **Directory Type** (source for the directory)

   ○ My List   ◉ Search Results

3. Edit **Directory Details**

   • Please name your directory Example: Dermatology

   Please enter directory name: [Required]
   Select items to be included in the directory:
   ☑ Table of contents
   ☑ Index

4. (Optional) If you want to change criteria, select **Refine Criteria**.

   ZIP: 48304 within 15 Miles
   Provider Type: Physician
   Specialty   Dermatology

   Refine Criteria

5. Select a **Delivery Format**:

   If selecting "Email Directory," you can enter up to three email addresses.

   ○ Email Directory   ○ Download to PDF

6. Choose **Create Directory** and a confirmation message will appear in a moment.

   Create Directory

III. Sharing provider details

Text/Email details to me

You can send details for a *single* provider using text message or email.

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1. Choose "**More details**" (or the provider name) to view more information.

Bobbi Physician

123 Main Street
Anytown, CA 12345-0000
5.01 miles

555-555-5555
Specialty : Dermatology

☐ Compare side by side
☐ Add to my list

More Details ⊙

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2. Select the **Text/Email details** tab (far right).

Fewer details ⊙

Details	Location	Hours	Map	Text/Email details to me

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3. Select details to be sent: **Provider details** or **Map/Directions**

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4. Enter contact details:
   - If choosing **Text**: Enter your **cell number** and select a **cell carrier**.
   - If choosing **Email**: Enter an **email address**.

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5. Choose **Verify and send** to submit your request.

Verify & send

IV. Frequently asked questions

You can find answers to some common questions.

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If you need more help, we're here.

Click on "Contact Us" on the lower right side of the web page to submit an online request. We'll get back to you within 48 hours.

Searching for providers

Q: How do I determine which **network** to select?

A: If unsure, check the member ID card for network details.

Q: Who uses the **Client Specific Network**?

A: Some payers don't use the entire network, but only a portion. As a result, some members can enter a client code and get customized results.

  If unsure of the client code, check your ID card or contact your employer. If you're a payer, and you don't have the necessary code (or you have related questions), please contact your account manager

Q: When I choose **Show More Options**, why don't additional fields appear?

A: More fields will display only if the "provider type" and "location" fields were completed.

Q: How can I learn more about the different types of provider **specialties**?

A: Choose **Show More Options**, and then "Specialty Definitions" on the bottom of the web page.

Q: If I enter a **provider/facility name**, why isn't it showing in results?

A: The results are based on criteria (provider type and location) already submitted. Ensure the data is entered correctly for a physician (last name only) or facility name (first name only).

Search results

Q: I'm getting **too many results**. What can I do?

A: Return to the "Search Results" section and follow suggestions to refine search results.

Q: What if there are **no search results**?

A: Access and edit search criteria fields (or use options to refine search results). This includes trying a different provider type, or location. Also check the spelling.

Q: I **still didn't find** the **specific** physician/facility I want. What should I do?

A: You can contact your employer to nominate the provider to apply to join the network.

Sharing results

Q: Can I send a **text message** with **multiple** physician names at one time?

A: There's a limit of one provider per message. If necessary, send multiple messages.