

UPMC HEALTH PLAN

About the Provider Search Tool at www.upmchealthplan.com/find

The Web-based provider search tool allows you to search for information on health care providers in the UPMC Health Plan network. The information displayed is:

- Obtained through reports to UPMC Health Plan from the participating provider.
- Verified through nationally recognized accrediting and certifying entities of medical professionals by UPMC Health Plan at the time of a provider's initial credentialing with UPMC Health Plan and, at a minimum, every three (3) years thereafter.

This information is updated weekly in an effort to provide our members and providers with useful information about the UPMC Health Plan provider network. We hope you find this information helpful in making decisions about your health care.

You may use this search tool to do the following:

- Locate a doctor, hospital, facility, behavioral health provider, and/or out-of-area provider near your home, work, or other convenient location.
- Determine if a provider is in your benefit plan (Commercial, Medicare, Medical Assistance, Children's Health Insurance Program).
- Learn more about a particular provider such as his/her specialty, board certification, or hospital affiliation(s). You can also find other information about providers such as their gender, languages they speak, and whether they are accepting new patients. If the provider is not accepting new patients, you will see the phrase "existing patients only."
- Obtain a practice address, telephone number, and office hours.

To Find a Provider:

1. If you are a UPMC Health Plan member, log in to find out what is available with your own coverage.
2. Choose the type of care you want to find by clicking on one of these icons: Medical, Dental, Routine Vision, or Behavioral Health.
3. Enter your search criteria. If you know the last name of the provider or the name of the practice you want to find, type it in the matching field. You can also (or instead) enter the location where you want to find a provider. Enter a city and/or ZIP code, and choose from the drop-down menu how many miles you would be willing to travel to visit a provider.
4. Choose name of the plan you want to purchase or already have for the most accurate results. If you are not sure, choose the type of coverage you have or want to buy.
5. **Optional:** You can pick additional criteria important to you in choosing a provider by using the drop-down boxes available (e.g. specialty, provider's gender, languages spoken).
6. Finally, review the list of providers that meet the criteria you specified. If no providers meet your criteria, you may search again using different criteria.

Provider Location Information:

This website tool will search for providers, hospitals, and facilities according to the city or ZIP code information you enter. The more specific you are in your search, the more precise the provider listing will be. You may input any combination below to search by location:

- City and ZIP code
- City only
- ZIP code only

Distance Selection:

A ZIP code is required for all distance searches. You can additionally search by how far you are willing to travel to see a provider. The mileage options include 5, 10, 15, 20, 25, and 30 miles.

Provider Type Selection:

There are four search options by provider type: no preference (do not choose any option from the drop-down menu), Primary Care Physician (PCP), OB/GYN, and Specialist. These provider types are defined below.

Primary Care Physician: A health care provider, who within the scope of the provider's practice, supervises, coordinates, prescribes, or otherwise provides or proposes to provide health care services to a member, initiates member referral for specialist care, and maintains continuity of member care.

OB/GYN: A doctor specializing in pregnancy and childbirth as well as the female reproductive system.

Specialist: A doctor who specializes in a particular branch of medicine such as cardiology, dermatology, orthopedics, or surgery.

Additional search options:

You may search by other features that may be important to you in selecting a provider. The definitions below describe the additional features available on our website to conduct provider searches.

Accepting New Patients: Whether a provider or practice is willing and able to accept new patients into their practice.

Facility Affiliation: To locate a physician by his or her facility affiliation, you may choose from the available choices in a drop-down selection box. Affiliation means that the physician can make referrals to the hospital and may have admitting privileges.

Gender: If you have a preference for a male or female provider, you may select a particular gender. Otherwise, the search will default to "no preference."

Languages Spoken: A list of languages that a specific provider can speak, other than English.

No Preference: If no preference is selected, all provider types, specialties, facility affiliations, gender, and distances will pull up in the search.

Specialty: Physicians who specialize in a particular branch of medicine (e.g. cardiology, orthopedics). The choices available to you are presented in a drop down selection box.

Tips for conducting a provider search:

If too many providers meet the criteria you have selected, you may narrow your search by picking more specific criteria. For example, if you did not select a specific specialty when you were looking for an orthopedic specialist, you could go back and select the "specialty" criteria and then indicate "orthopedic" in the drop-down menu.

If you are looking for a particular provider by name and did not find the provider or do not know the correct spelling of the provider's last name, you can enter the first few letters of the last name to search. For example, for Dr. Walker, you could type in "Wal".

To narrow the search for the correct geographical area, it is best to enter the ZIP code.

Additional search tips:

Once you select a provider from your search, if you click on the practice name, more details about that provider will appear on your screen, including telephone number and office hours. If you click on the practice name, additional group information will become available, including information about other doctors in the group practice, the provider's accreditation, or board certification. UPMC Health Plan recognizes the following two common hospital accreditation programs: Joint Commission on

Accreditation of Healthcare Organizations (JCAHO) and the American Osteopathic Association (AOA). JCAHO accreditation is a nationally recognized symbol of quality reflecting an organization's commitment to meeting and maintaining certain performance standards. To retain JCAHO accreditation,

an organization must undergo an on-site survey conducted by a JCAHO survey team at least every three (3) years. AOA's Healthcare Facilities Accreditation Program (HFAP) is also a nationally recognized program that conducts accreditation surveys for health care facilities that provide osteopathic services. Board certification refers to a practitioner satisfying the requirements of a nationally recognized specialty board and receiving a certificate from the specialty board. UPMC Health Plan recognizes board certification by the American Board of Medical Specialties (ABMS). To access the most current information about a provider's board certification, please see www.abms.org.

Disclaimer:

The information reported on this website is based on the information given to UPMC Health Plan from the participating provider and/or verified by licensing and accrediting entities. This information is subject to change without notice. UPMC Health Plan updates this information on a weekly basis in an effort to provide its members and providers with useful information to make decisions about health care providers. Limitations may include, but are not limited to, that some information is self-reported by the provider and is not verified by UPMC Health Plan (such as name or group affiliation, race) or the user may not be accessing the most current information (such as board certification or whether the provider is accepting new patients) which was correct at the time of collection. UPMC Health Plan recommends that you confirm the information provided on the website by calling the provider's office you have selected prior to receiving care. UPMC Health Plan is not responsible, nor liable for any claim or loss resulting from the information used on this website.