

PROVIDER/FACILITY SEARCH TROUBLE SHOOTING

For Commercial and FEP members

JANUARY 2022

- If you are unable to locate a provider using the 'Smart Search', or by 'Provider Name' in the Advance Search option, here are some "next best options" to assist.

Advanced Search Using Provider Code

* Referred By Provider Name

Click 'Down Arrow' after entering first 3 characters to enable search.

Provider Name

1. Select the magnifying glass icon

Find Provider

Provider Information

Provider Name

Contains Exact Match Starts With

Specialty

Provider Type

Provider Code

ZIP / Postal Code

In Miles

Language Spoken

Gender

2

2. Enter the Provider Code (ensure the code is for the individual provider)

3

3. Click Search

Advanced Search from 'Additional Provider Identifiers' Section

* Referred By Provider Name

Provider Name

Click 'Down Arrow' after entering first 3 characters to enable search.

Begin typing name or code to select

1



1. Select the magnifying glass icon

Find Provider

Additional Provider Identifiers

2

Index Name

Select

Index Value

Begin typing

Provider Degree

Begin typing

Provider Contract Type

Begin typing

Level of Care

Select

Accepting Patients

Select

Network Status

Select

Handicap Accessibility

Select

2. Scroll down until you locate the section titled, Additional Provider Identifiers

Clear

Search

Advanced Search from 'Additional Provider Identifiers' Section continued...

Find Provider

Additional Provider Identifiers

Index Name

Select

Select

TaxID

NPI

TaxID

Facets ID

3. From the 'Index Name' drop down you have the option of searching by NPI or TaxID.

Additional Provider Identifiers

Index Name

TaxID

Index Value

xxxxxxxxx

Provider Degree

Begin typing

Provider Contract Type

Begin typing

Level of Care

Select

Accepting Patients

Select

Network Status

Select

Handicap Accessibility

Select

Clear

Search

Additional Provider Identifiers

Index Name

NPI

Index Value

xxxxxxxxx

Provider Degree

Begin typing

Provider Contract Type

Begin typing

Level of Care

Select

Accepting Patients

Select

Network Status

Select

Handicap Accessibility

Select

Clear

Search

4. Select the search method you would like (NPI or TaxID), and enter into Index Value.

Important Note: Ensure you are entering the individual provider TaxID or NPI vs. the groups.

5. Click Search.

- Facilty/Practice Search Tip:
 - If you completed an Advanced Search for your practice/facility (by name, NPI, TaxID, address, etc,) and the system is only displaying the providers tied to the practice you should enter the 'Servicing Provider' in the 'Facility' field to move forward with entering your authorization.

* Referred By Provider Name

Provider Name Begin typing name or code to select

Referred By Provider Name & Servicing Provider are same

* Servicing Provider

Provider Name Begin typing name or code to select

* Facility Provider Name

Provider Name Enter Servicing Provider Here if your facility/practice is not in the system.