

# Provider Lookup

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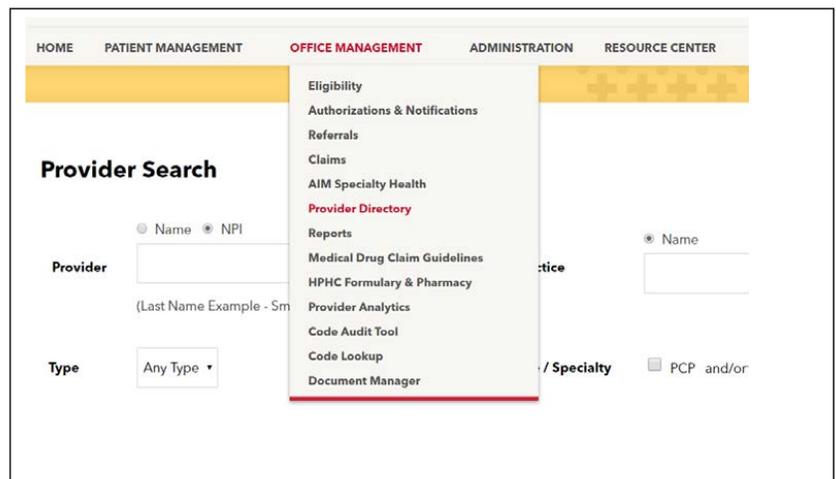
## Provider Directory Overview

### Introduction

The Provider Directory “Provider Search” makes it easy to identify qualified specialists for patient referrals and qualified facilities for emergency or elective admissions, SDC services, etc. It allows flexible search options to locate Harvard Pilgrim network providers by:

- Specialty
- Distance
- Advanced search options, such as, location, status & more

The “Provider Search” is a practical tool for locating servicing provider name and provider NPI information that you will need when submitting referral/authorization transactions.



# Provider Search

## Provider Practice

You can search by:

- Provider: Name, ID or NPI
- Practice: Name

The screenshot shows the 'Provider Search' form. It has two columns. The left column contains: 'Provider' with radio buttons for 'Name' and 'NPI', a text input field, and a hint '(Last Name Example - Smith, John)'; 'Type' with a dropdown menu set to 'Any Type'; and 'Product' with a dropdown menu set to 'Any Product'. The right column contains: 'Practice' with a radio button for 'Name' and a text input field; and 'Role / Specialty' with a checkbox for 'PCP and/or' and a dropdown menu set to 'Any Specialty'.

## Search by Name

The provider/practice name search provides “Includes” search functionality. That is, when searching by either provider or practice name, you can search by entering a portion of the provider/practice name. For example, if you enter the word “Memorial,” all providers whose name/practice contains “Memorial” in the directory would be returned.

## Provider Type

You can narrow your search by specifying the type of provider. Selection options include:

- Clinician
- Facility
- Vendor

This screenshot is identical to the previous one, but the 'Type' dropdown menu is open, showing the following options: 'Any Type', 'Clinician', 'Facility', and 'Vendor'. 'Any Type' is currently selected.

## Role/Specialty

If you want to search for providers that are:

- PCPs — Click the PCP box
- PCPs with a specific specialty — Click the PCP box and select the specialty from the list
- Select the specialty from the list

This screenshot is identical to the previous one, but the 'Role / Specialty' dropdown menu is open, showing a list of specialties. The 'Any Specialty' option is highlighted at the top. The list includes: Acupuncture, Acute Care Nurse Practitioner, Addiction Medicine, Adolescent Medicine, Adult Congenital Heart Disease, Adult Nurse Practitioner, Advanced Heart Failure / Transplant Cardiology, Allergy & Immunology, Ambulance, Ambulance - Air, Ambulatory Surgical Center, Anatomic Pathology, Anesthesiology, Applied Behavioral Analysis Agency, Assisted Reproductive Technology, Atypical Provider, Audiology, Behavioral Health, and Behavioral Health Facility/Clinic.

## Product

You can specify the member's product as part of your search criteria by selecting the product name from the "Product" drop-down list.

The screenshot shows the "Provider Search" form. The "Product" dropdown menu is open, displaying a list of insurance products. The "Search By" section is visible on the left. The "Provider" field is empty, and the "Practice" field is also empty. The "Type" dropdown is set to "Any Type". The "Role / Specialty" section has a checkbox for "PCP and/or" and a dropdown for "Any Specialty". The "Distance" section has a dropdown for "No Preference" and a note: "Street address or zip code required for distance search." The "From" section has fields for "Street", "City", and "State" (set to "-Select-"). There is an "OR" separator and a "Zip" field below.

## Provider Search Example

To search for a facility with a name that includes "Brigham" for a patient with an HMO product, you could enter the following criteria on the "Provider Search" screen and click on "Search."

The screenshot shows the "Provider Search" form with the following criteria entered: "Brigham" in the "Provider" field, "Facility" in the "Type" dropdown, "Any Product" in the "Product" dropdown, and "No Preference" in the "Distance" dropdown. The "Practice" field is empty. The "Role / Specialty" section has a checkbox for "PCP and/or" and a dropdown for "Any Specialty". The "From" section has fields for "Street", "City", and "State" (set to "-Select-"). There is an "OR" separator and a "Zip" field below. At the bottom, there is a "SEARCH" button and a "CLEAR" button.

## Provider Search Results

The "Provider Search Results" displays the list of providers that meet the search criteria. Included on this screen are the provider's address, phone number and participation status. To access the provider detail screen, click on the "Provider's Name" link.

### Provider Search Criteria 10/22/2019

<b>Provider Search</b> Provider: Brigham Type: Facility Product: Any Product Role/Specialty: Any Specialty	<b>Advanced Search</b> Location: Any Location Gender: Any Sex As of: 10/22/2019 Status: Any Status
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### Provider Search Results

Name:	Type	Specialty:	Address:	Phone Number	Product:	Network:	Network Tier	Effective Dates	Status	Proximity
<a href="#">Brigham &amp; Women's Advance Reproductive Technology</a> 626221BWHT 1518985050 (NPI) Brighams & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	BILH Domestic and Community HMO	Non Capitated Providers		1 Oct 2019-None	Non-participating	<a href="#">Map</a> <a href="#">Driving</a> <a href="#">Directions</a>
<a href="#">Brigham &amp; Women's Advance Reproductive Technology</a> 626221BWHT 1518985050 (NPI) Brighams & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	Focus Network - MA HMO	Non Capitated Providers		18 Mar 2016-None	Non-participating	<a href="#">Map</a> <a href="#">Driving</a> <a href="#">Directions</a>

## Search by Distance

### Overview

The "Search by Distance" option can be used to locate providers within a specified distance from a specified starting point, within a proximity ranging from less than 5 miles to a maximum of 9025 miles (the default, if no distance is selected). The results will provide distance information, as well as, links to GoogleMaps/Mapquest® map and directions.

### Distance

You can use the drop-down list to select the distance from the starting point. If no distance is selected, the search will default to no maximum.

### Search By Distance ?

**Distance**

No Preference ▾  
 < 90 miles  
 < 60 miles  
 < 45 miles  
 < 30 miles  
 < 25 miles  
 < 20 miles  
 < 15 miles  
 < 10 miles  
 < 5 miles  
No Preference

ip code required for distance search.

## From Address

To search by distance, you can enter either:

- A 5-digit zip code in the zip field, or
- A street address with the city, state and zip for proximity/mapping information

## Provider Search by Distance Example

To search for a cardiologist for a patient with an HMO product within 20 miles of a specific address, you could enter the following and click on the "Provider Search" screen and click on "Submit."

### Provider Search

**Provider** \* Name  NPI

(Last Name Example - Smith, John)

**Practice** \* Name

**Type** Any Type ▼

**Role / Specialty**  PCP and/or Cardiovascular Disease ▼

**Product** Any Product ▼

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**Search By Distance** ⓘ

**Distance** < 10 miles ▼

Street address or zip code required for distance search.

**From**

Street

City

State  ▼

OR

Zip

**Advanced Search Options**

## Provider Search Results

The "Provider Search Results" displays the list of providers that meet the search criteria. Included on this screen are the provider's address, phone number and participation status, as well as proximity information.

Provider Search Criteria 10/22/2019										
Provider Search					Advanced Search					
Provider: Brigham Type: Facility Product: Any Product Role/Specialty: Any Specialty					Location: Any Location Gender: Any Sex As of: 10/22/2019 Status: Any Status					
Provider Search Results										
Name:	Type	Specialty:	Address:	Phone Number	Product:	Network:	Network Tier	Effective Dates	Status	Proximity
<a href="#">Brigham &amp; Women's Advance Reproductive Technology</a> 626221BWHT 1518985050 (NPI) Brigham's & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	BILH Domestic and Community HMO	Non Capitated Providers		1 Oct 2019-None	Non-participating	<a href="#">Map</a> <a href="#">Driving Directions</a>
<a href="#">Brigham &amp; Women's Advance Reproductive Technology</a> 626221BWHT 1518985050 (NPI) Brigham's & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	Focus Network - MA HMO	Non Capitated Providers		18 Mar 2016-None	Non-participating	<a href="#">Map</a> <a href="#">Driving Directions</a>

## Advanced Search Options

### Overview

The “Advanced Search Options” provides additional criteria that can be used to limit the provider search.

**Advanced Search Options**

**Location** Any Location ▾

**Status** Any Status ▾

**Gender** Any Sex ▾

**Date** As of 10/22/2019

**SEARCH** **CLEAR**

**Need help?**

See the *HPHConnect* User Guide: [Look Up Provider Information](#).

FIELD	OPTIONS
<b>Location</b>	<ul style="list-style-type: none"><li>• Zip code</li><li>• City</li><li>• State</li></ul>
<b>SubNetwork</b>	Select from the list of sub-networks
<b>Status</b>	Select Participating to search for in-network providers only
<b>Gender</b>	Select provider “Gender”
<b>Accepting</b>	Select check box indicating whether to narrow search only to providers accepting new patients
<b>Date</b>	Defaults to today’s date. Can be adjusted if searching for historical provider information

### Submit the Provider Search

When you have completed all the search criteria fields, click the “Submit” button at the bottom of the form.

## Provider Search Results

### Providers That Match the Search Criteria

The “Provider Search Results” screen displays a list of providers that match the search criteria submitted. Information displayed here includes:

- Provider specialty
- Address
- Phone number
- Status – If the provider is non-participating, the status code displays in red.
- Proximity from search starting point

To access the “Provider Detail” screen for the provider, click on the provider’s “Name” hyperlink.

### Provider Search Criteria 10/22/2019

<b>Provider Search</b> Provider: Brigham Type: Facility Product: Any Product Role/Specialty: Any Specialty	<b>Advanced Search</b> Location: Any Location Gender: Any Sex As of: 10/22/2019 Status: Any Status
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<b>Location</b> Distance: No Preference
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### Provider Search Results

Name:	Type	Specialty:	Address:	Phone Number	Product:	Network:	Network Tier	Effective Dates	Status	Proximity
<a href="#">Brigham &amp; Women's Advance Reproductive Technology</a> 626221BWHT 1518985050 (NPI) Brighams & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	BILH Domestic and Community HMO	Non Capitated Providers		1 Oct 2019-None	Non-participating	<a href="#">Map</a> <a href="#">Driving</a> <a href="#">Directions</a>
<a href="#">Brigham &amp; Women's Advance Reproductive Technology</a> 626221BWHT 1518985050 (NPI) Brighams & Women's Physician Organization	Facility:	Assisted Reproductive Technology	75 FRANCIS ST BOSTON, MA 02115	(888) 761-3414	Focus Network - MA HMO	Non Capitated Providers		18 Mar 2016-None	Non-participating	<a href="#">Map</a> <a href="#">Driving</a> <a href="#">Directions</a>

## Provider Detail Screen

The "Provider Detail" displays the provider's:

- Address (with link for driving directions)
- Phone #
- Provider ID #
- Provider NPI
- Contract status for each Harvard Pilgrim product
- PCP indicator – Y or N
- Patient availability

### Demographic Information

**Name:** Hope, Earl  
 Clinician  
 6TH AND SPRUCE ST  
**Address:** [Map Driving Directions](#)  
**City, State Zip:** READING, PA 19611  
**Practice:** Cardiology Associates of West Reading  
**Provider ID:** ZAA427455  
**Provider NPI:** 1043299480  
**Phone:** None

### Additional Information

**Specialty:** Cardiovascular Disease  
**Other Specialties:**  
**Board Certification:**  
**Sex:**

### Hospitals

**Hospital:**

### Contract Information

Product:	Network	Network Tier	Status	Effective Dates	PCP:	Accepting New Patients
Access America	United Contracted Providers		Participating	1 Mar 2018-None	N	N
American Indian Alaskan Natives HMO	United Contracted Providers		Non-participating	1 Mar 2018-None	N	N
American Indian Alaskan Natives HMO HSA	United Contracted Providers		Non-participating	1 Mar 2018-None	N	N