

Find in-network providers with our easy to navigate provider search tool.

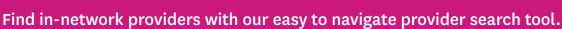


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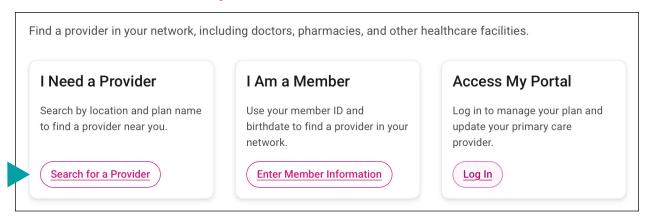
#### Start an In-network Provider Search

Find in-network providers for Ambetter Health's Premier, Select, Value and Solutions network plans with the Find A Provider (FAP) search tool. It's important your clients understand that each Ambetter Health product has a different provider network and how important it is to select the correct network for their provider searches.

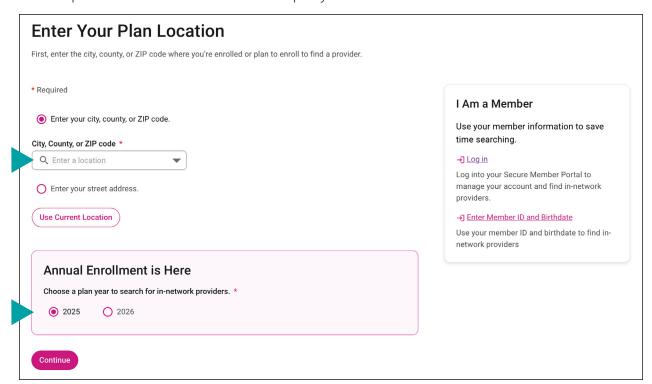
Members can search for an in-network through the FAP search tool or through their Member Portal. Logging into their Member Portal provides the most accurate results.

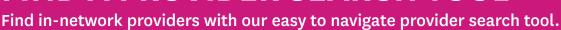
Go to findaprovider.ambetterhealth.com.

On the FAP search tool click Search for a Provider.



Enter a Zip Code or Street Address and choose a plan year. Click Continue.

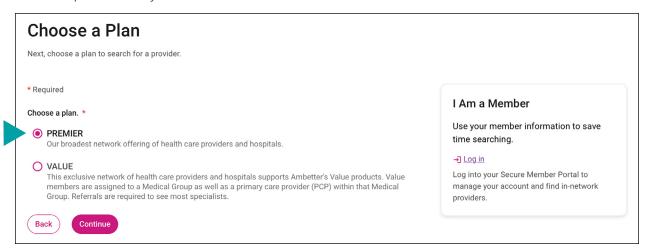




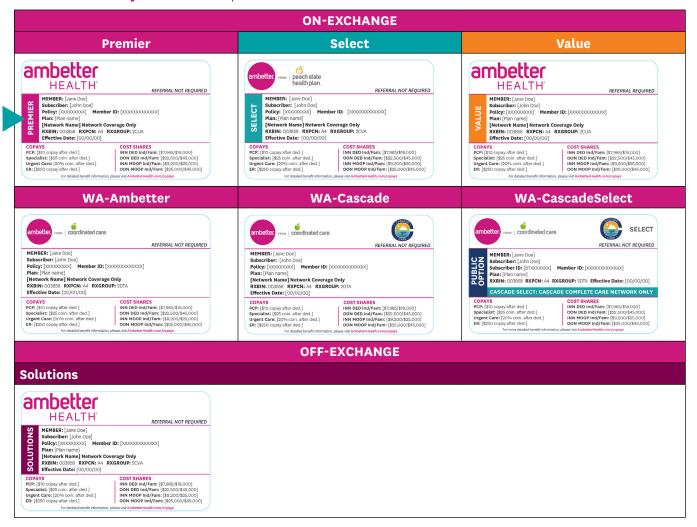


#### Select a Network

Select the plan network you want to search and click Continue.



Which network do you search? The plan network is indicated on the front of the Member ID Card.





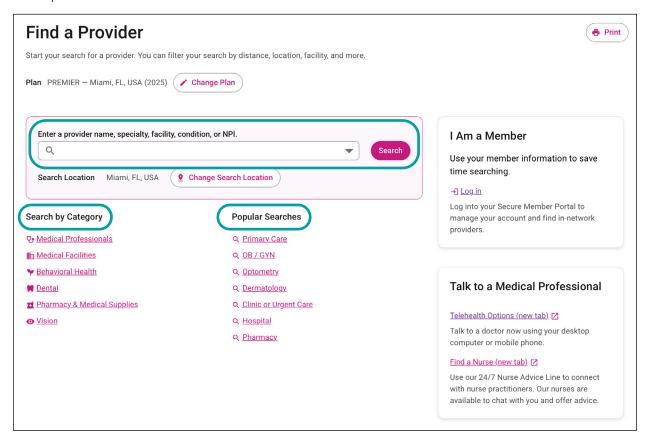
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#### Search for a Provider

In this example we're searching for a Primary Care Provider (PCP). The Plan and Search Location is shown above the search box. Click *Change Plan* to change the plan and/or location.

#### Ways to search for a provider:

- 1. Enter a provider name, specialty, condition or NPI
- 2. Search by Category, or
- 3. Popular Searches

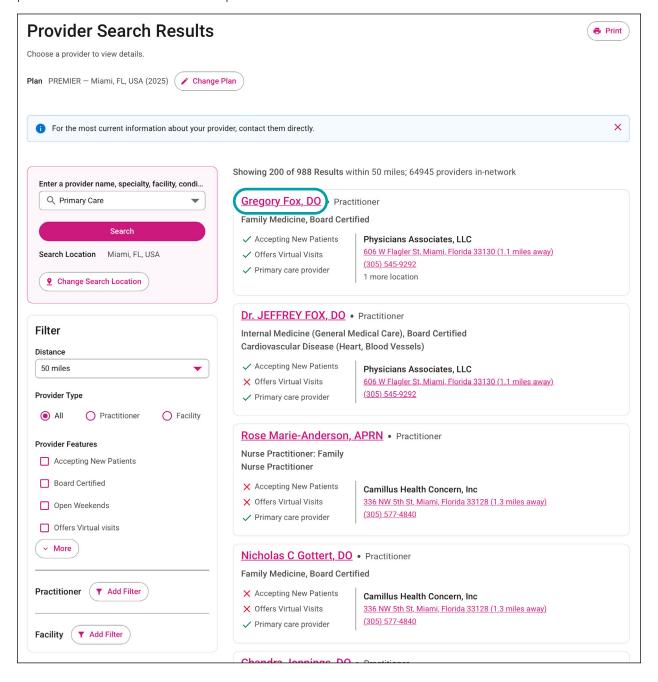




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After clicking **Primary Care** under **Popular Searches** you'll see a list of PCPs in your search location. The plan and location is shown at the top of the page. Click the **Change Plan** link to change the plan and/or location.

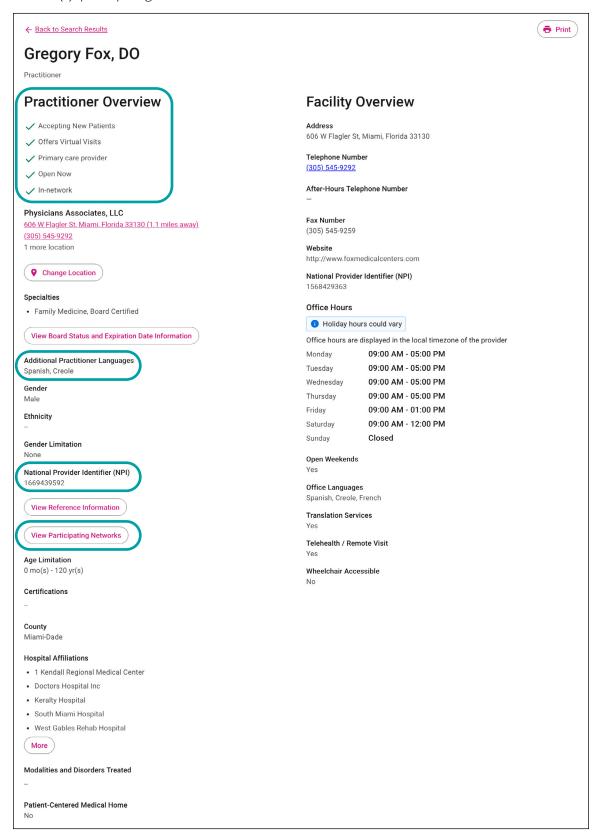
Each providers' information is shown on the right-hand side of the page and filter options are listed on the left. Click a provider's name to see their detailed provider information.





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On the provider's tile, an overview of the provider is shown along with information about additional languages spoken, location(s), participating networks and NPI.

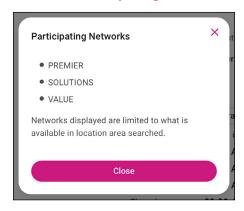




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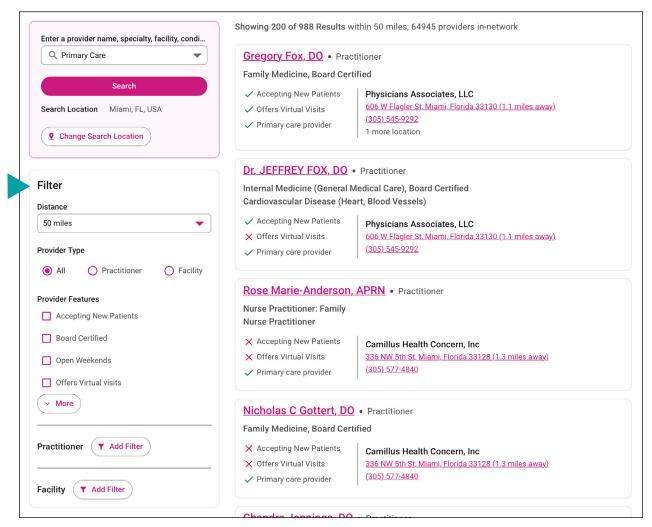
#### **View Participating Networks**

Click View Participating Networks to view all the Ambetter Health networks the provider participates in.



### Provider Search Filters

Narrow your search results with the Filter Options. Results will update as filters are applied.

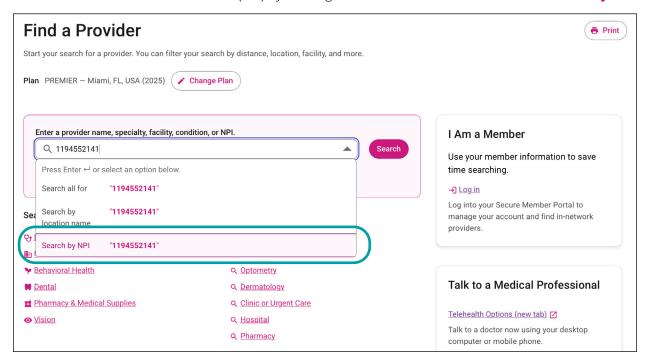




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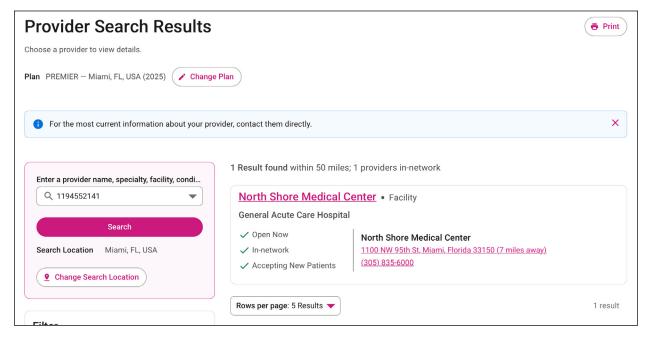
## Provider Search by NPI

Search for a National Provider Identifier (NPI) by entering the NPI into the search box then click Search by NPI.



If the provider is in network they will show in the search results.

Important note: Don't enter the NPI and hit *Enter* or use the *Search All For* selection. If these are used, no results will appear for the NPI.



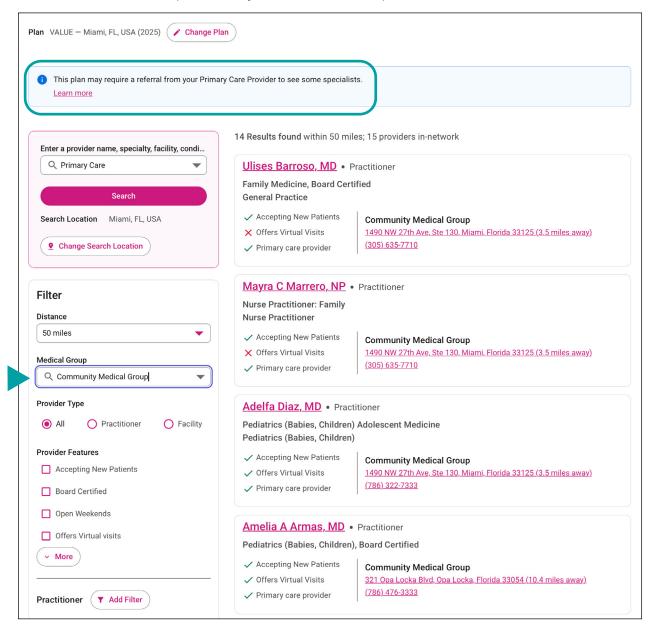
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## Medical Groups and the Value Network

When conducting a provider search for a Value network plan with multiple provider groups, you must select a Medical Group from the *Medical Group* drop down. It's important you select the correct medical group for your search.

*Important Note:* An alert will be shown if a referral is required from a PCP. Referrals are required for all medically necessary healthcare services not provided by a member's PCP, excluding emergency care, urgent care, mental health, substance use disorders, OB/GYN and any state-mandated exemptions.



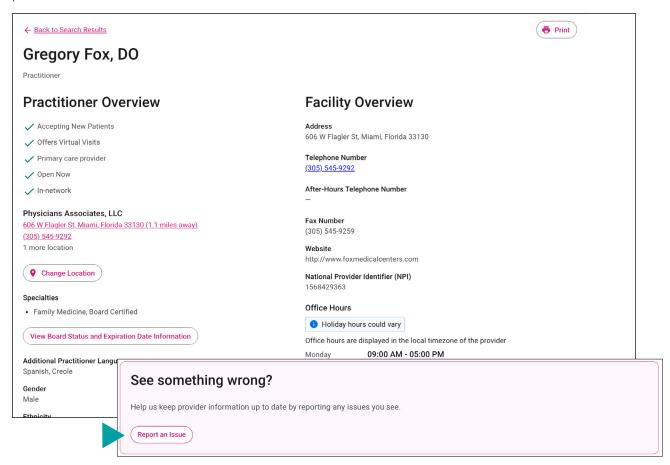
It's important members see a PCP in their assigned Medical Group. If members see a PCP outside of their assigned Medical Group, their claim will deny. Members can view and change their assigned Medical Group and PCP by logging into their Member Portal or calling the Member Services number on the back of their Member ID Card.



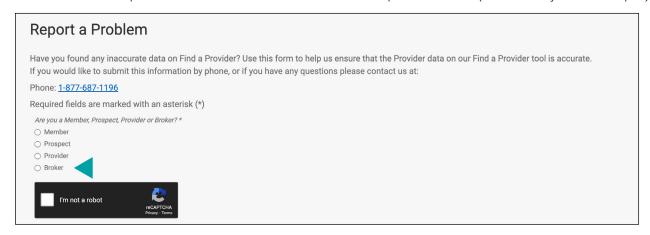
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## Report Provider Info Update

Easily submit an instance of inaccurate provider information by clicking **Report an Issue** at the bottom of a provider's profile tile.



Select Member, Prospect, Provider or Broker from the list under Report a Problem. (Broker used for this example.)





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The provider's current information will be prefilled. Fill out the required fields to report the incorrect provider information then hit *Submit*.

| eport a Problem   |   |
|---|---|
| ave you found any inaccurate data on Find a Provider and a Provider tool is accurate.   | ? Use this form to help us ensure that the Provider data on o   |
| you would like to submit this information by phone, o   | r if you have any questions please contact us at:   |
| none: <u>1-877-687-1169</u>   |   |
| equired fields are marked with an asterisk (*)  |   |
| Are you a Member, Prospect, Provider or Broker? *   |   |
| Member  |   |
| Prospect  |   |
| Provider  |   |
| O Broker  |   |
| Provider NPI *  |   |
| 1669439592  |   |
| NPI can be found on the Ambetter Guide under provider details.  |   |
| Provider Name *   | Provider Email  |
| Gregory Fox, DO   |   |
| Provider Specialty *  | Provider Address *  |
| Family Medicine, Board Certified  | 606 W Flagler St, Miami, FL, 33130, 1202  |
|   | Ex. 123 Test Street, City, State 12345  |
| Provider Phone Number *   |   |
| (305) 545-9292  |   |
| Report incorrect Provider Information *   |   |
| Select Option   | <b>\$</b>   |
| If "other" was selected, please provide additional information.   |   |
| and is not transmitted in a secured format. By commemail, you accept associated risks. Ambetter from S any loss or damage arising from the use of email. To through the Secure Member or Provider portal. | Sunshine Health as an email. The email is not encrypted nunicating with Ambetter from Sunshine Health through unshine Health does not accept responsibility or liability for pensure the safety of your PHI, please send us a message |
| Agency Contact Information  |   |
| National Producer Number (NPN) *  | Agent/Broker Name *   |
|   |   |
|   |   |
| Agent/Broker Phone Number *   | Agent/Broker Email Address *  |
| Agent/Broker Phone Number *   | Agent/Broker Email Address *  |

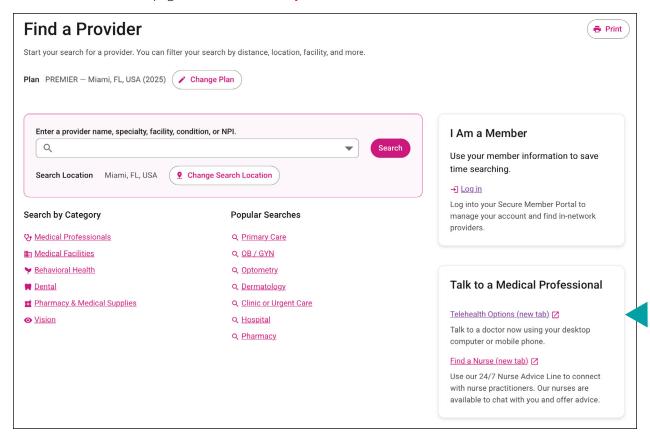
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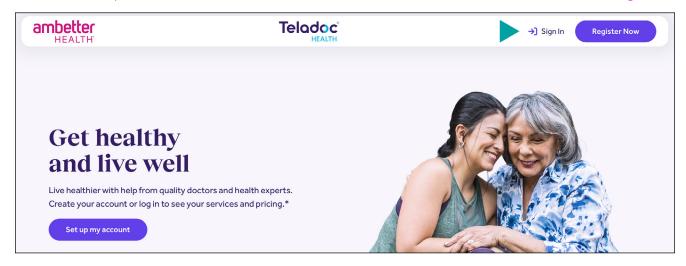
### Teladoc Health Search

It's important your clients understand how to search and set up health services offered through Teladoc Health including urgent care and behavioral health services.

From the Find a Provider page, click Telehealth Options.

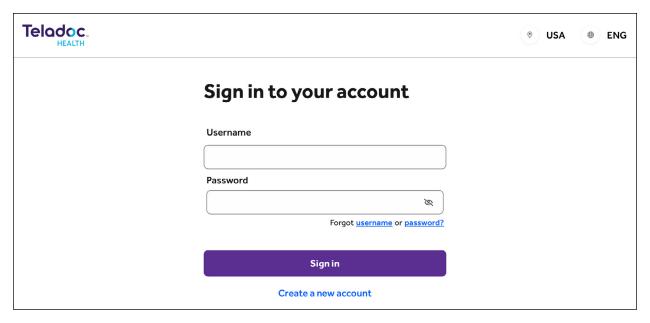


Clients must set up a Teladoc Health account to seek virtual services and with a Teladoc Health doctor. Click **Sign In.** 





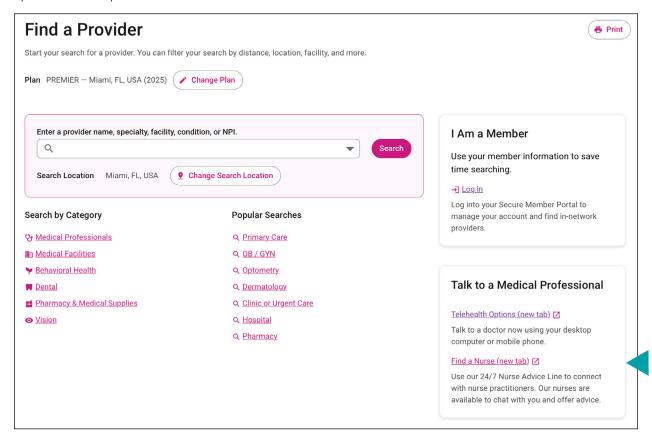
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Cost sharing may apply when using Virtual 24/7 Care or Virtual Primary Care. Virtual 24/7 Care and Virtual Primary Care cost share does not apply to HSA plans until the deductible is met and is only applicable when used through the Virtual 24/7 Care or Virtual Primary Care programs. Ambetter Health does not provide medical care. Medical care is provided by individual providers which are independent contractors and not agents of Ambetter Health.

### Nurse Advice Line

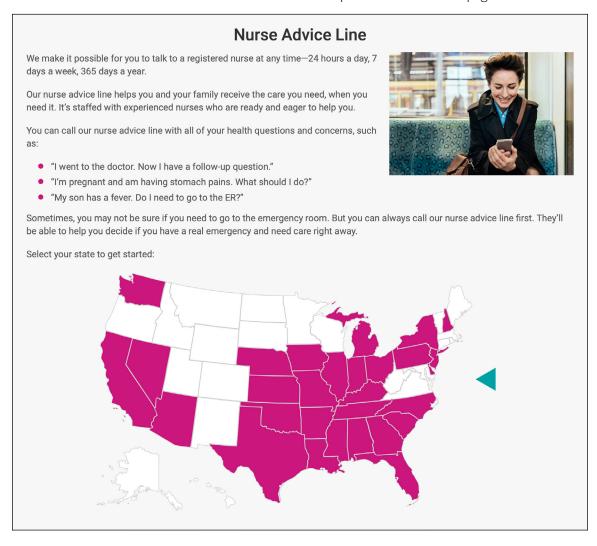
Speak to a nurse practitioner with Nurse Advice Line click **Find a Nurse**.







Next the member will *click on* their home state on the map at the bottom of the page.



They'll be taken to the state-specific Nurse Advice Line web page for the selected state. (Florida used for this example.) Nurse Advice Line is reached through the Member Services phone number. On the call after selecting a language, choose the Main Menu (# sign) then Member (option #1) and then Nurse Advice Line is option 9 (Speak to a nurse for medical advice).

